

# Report for Share your thoughts on the proposed Community Engagement Policy



Completed by Community Engagement and Demographics team

## Introduction

The proposed Community Engagement Policy was available for the community to share their thoughts and comments on from 8 December 2020 to 22 January 2021.

Feedback was sought through:

- online/ hardcopy surveys
- telephone surveys
- community engagement activities

This report presents the feedback that was received through all the engagement methods used and includes the findings from the report provided by Chatterbox Projects, who was engaged by Council to conduct two of the drop-in sessions, the online community leaders workshop and the children workshops.

The report also includes the feedback received from the randomly selected telephone survey which included the participation of 381 residential households. This survey was conducted by Di Mario Research on behalf of Council.



## Findings at a Glance



### Participation and Demographic Information

- A total of **681 community members** were engaged via online and hard copy surveys, engagement activities, drop-in sessions and a telephone survey from 8 December 2020 to 22 January.
- 35% of respondents were **male**, 59.3% were **female**, with **Reservoir**, followed by **Northcote** as the predominate postcodes.
- The three largest age group cohorts were **35-44** (29%) and **45-54** (18%) and **65-74** (17%).
- 71.5% of respondents only spoke **English at home**, and 26% spoke **another language**.

### Feedback and Comments about the Community Engagement

- A large majority of the 123 survey respondents **supported all the commitments** to community that were listed against the six principles.
- A number of respondents felt the wording of the policy was **too complex and could be simplified**.
- The **381 telephone survey respondents** provided an average importance score of 4 and above for all the commitments to community which suggests support for the commitments.
- Timeliness, understanding the parameters of the engagement and listening to the community were all important factors in effective community engagement.
- The top three preferred methods of engagement were **surveys** (65.9%), **online engagement activities** (54.5%) and **pop-in sessions** (49.6%).
- The top three preferred methods of communication were, **email** (74%), **letterbox drop** (48.8%) and **social media** (47.2%).
- The top topics respondents were most likely to participate in were **People and Community** (61%), **Environment and Climate** (57.7%), **Open Space** (56.1%), **Creativity and Culture** (54.5%), **Planning and Building** (52.8%) and **Leisure and Recreation** (52%).

## Detailed Findings

### Participation and Demographic Information

A total of 681 community members were engaged during the consultation process which resulted from the following consultation sessions, activities and methods undertaken.

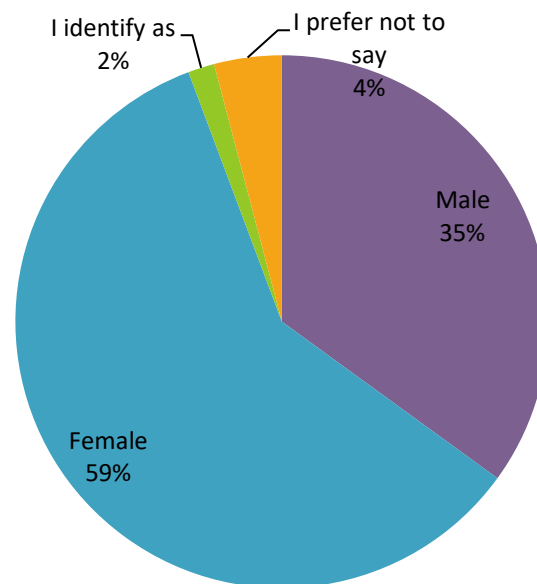
#### Online and hardcopy surveys

A total of 123 online and hardcopy surveys were completed which included 119 completed and 4 partial responses.

The breakdown of the surveys completed were as follows:

- 42 online surveys completed
- 3 surveys completed at picnic event with Zoom for Fun members
- 22 surveys completed at Northcote drop-in session
- 35 surveys completed at Reservoir drop-in session
- 16 surveys completed at Station Street responses
- 5 surveys completed at Bundoora Park Farm

#### Gender

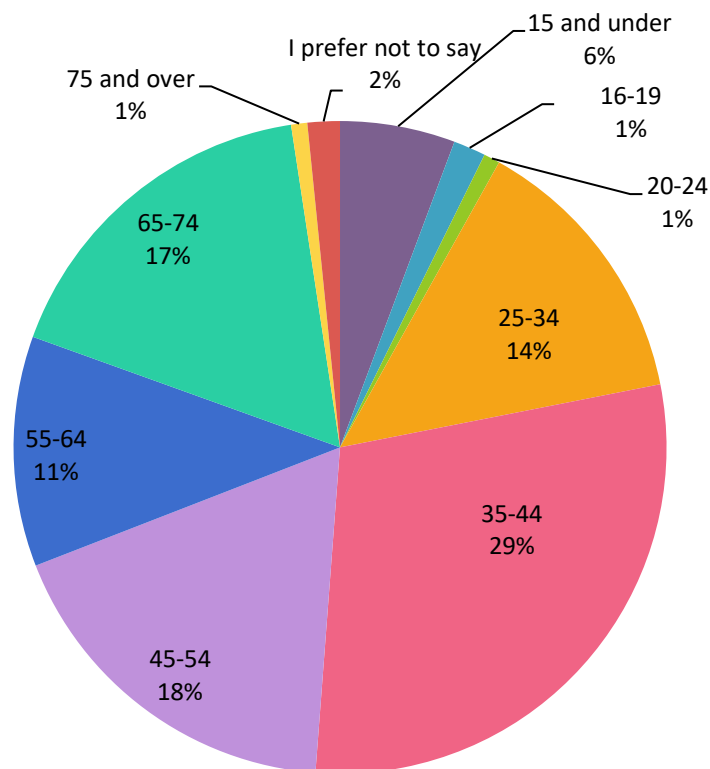


Value	Percent	Count
Male	35.0%	43
Female	59.3%	73
I identify as	1.6%	2
I prefer not to say	4.1%	5
	Totals	123

I identify as	Count
Mrs	1
Non binary	1
Totals	2

More than half of the survey respondents indicated that their gender was 'Female' and 35% of indicated that their gender was 'Male'. Two respondents chose 'I identify as' and 5 respondents chose 'I prefer not to say'.

### Age group

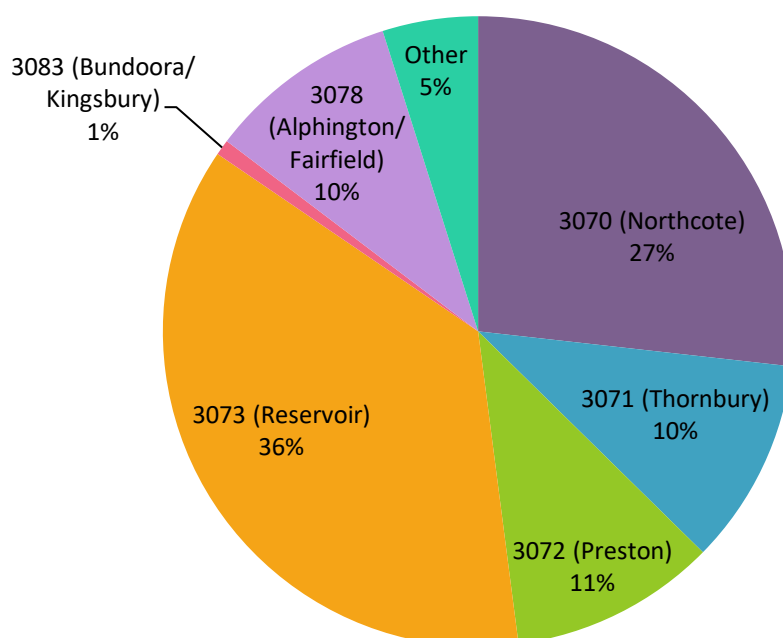


Value	Percent	Count
15 and under	5.7%	7
16-19	1.6%	2
20-24	0.8%	1
25-34	13.8%	17
35-44	29.3%	36
45-54	17.9%	22
55-64	11.4%	14
65-74	17.1%	21
75 and over	0.8%	1

I prefer not to say	1.6%	2
	Totals	123

All nine age groups were represented by the survey respondents, but the three dominant age groups were '35-44', '45-54' and '65-74'.

## Postcode



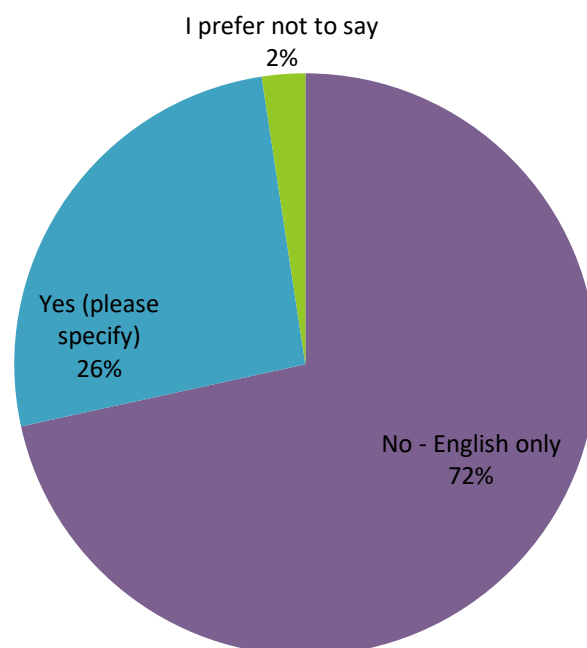
Value	Percent	Count
3070 (Northcote)	26.8%	33
3071 (Thornbury)	10.6%	13
3072 (Preston)	10.6%	13
3073 (Reservoir)	36.6%	45
3083 (Bundoora/ Kingsbury)	0.8%	1
3078 (Alphington/ Fairfield)	9.8%	12
Other	4.9%	6
	Totals	123

Other	Count
3043	1
3044	1

3050	1
3058	1
3079	1
work in Preston (not a resident)	1
Totals	6

Most of the survey respondents were Darebin residents (95.1%) from across the municipality. However, the highest proportion of residents were from 'Reservoir' and 'Northcote'.

### Speak a language other than English at home



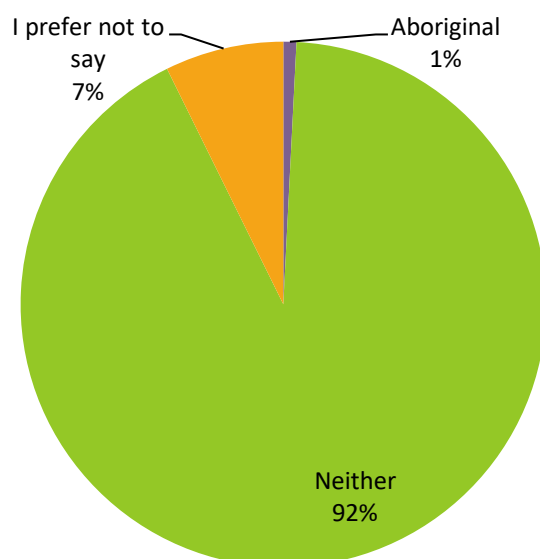
Value	Percent	Count
No - English only	71.5%	88
Yes (please specify)	26.0%	32
I prefer not to say	2.4%	3
	Totals	123

Yes (please specify)	Count
Italian	5
Greek	4

Arabic	3
Macedonian	2
Mandarin	2
Russian	2
Albanian	1
Arabic and French	1
Arabic and Japanese	1
Bosnian	1
Croatian	1
Farsi, Dari	1
Greek and Macedonian	1
Hindi	1
Hindi (Punjabi/Tamil)	1
Hindi (Shweta)	1
Hindi, Gujerati, Punjabi	1
Spanish	1
Totals	30

Just over a quarter of the survey respondents indicated that they spoke a language other than English at home and 71.5% of the respondents indicated that they spoke English only.

#### Aboriginal and/or Torres Strait Islander origin

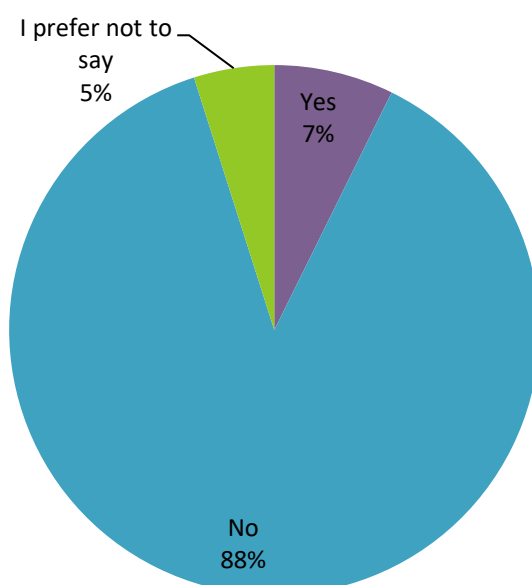




Value	Percent	Count
Aboriginal	0.8%	1
Neither	91.9%	113
I prefer not to say	7.3%	9
	Totals	123

Most of the survey respondents indicated that they were 'neither' Aboriginal and/or Torres Strait Islander origin. One respondent indicated they were 'Aboriginal' and nine respondents chose 'I prefer not to say'.

### Identify as having a disability



Value	Percent	Count
Yes	7.3%	9
No	87.8%	108
I prefer not to say	4.9%	6
	Totals	123

Nine survey respondents identified as having a disability and the large majority identified as not having a disability. Six respondents chose 'I prefer not to say'.

### Community engagement activities

The following community engagement activities were conducted:

- Consultation session with Zoom for Fun events members – 9 December 2020
- Consultation at Active and Healthy Ageing Advisory Committee meeting – 10 December 2020
- Consultation at Welcoming Cities Reference Group meeting – 16 December 2020
- Consultation session at Reservoir Senior Chinese Group picnic – 18 December 2020
- Drop in sessions at All Nations Park in Northcote, Edwardes Lake Park in Reservoir and at the front of the Fairfield library in Fairfield – 16, 17 and 22 January 2021
- One online workshop session for community leaders – 19 January 2021
- Two young people workshop sessions – 20 and 21 January 2021
- Two children workshop sessions – 21 January 2021

Engagement Activity	Number of participants/ people engaged	Targeted group	Demographic information
Consultation session with Zoom for Fun events members	30 people engaged at event	Older community members and CALD community members	Refer to online and hardcopy surveys
Consultation at Active and Healthy Ageing Advisory Committee meeting	9 committee members	Older community members and CALD community members	Not available
Consultation at Welcoming Cities Reference Group meeting	11 reference group members	CALD community representatives and asylum seekers and refugee community representatives	Not available
Consultation session at Reservoir Senior Chinese Group picnic	10 participants	Older community members and CALD community members	<ul style="list-style-type: none"> <li>• Age: 55 years old and over and</li> <li>• Language spoken at home: Mandarin (interpreter used)</li> </ul>
Drop-In sessions (Northcote, Reservoir and Fairfield)	140 people engaged	General community	Refer to online and hardcopy surveys
Online workshop session for community leaders	12 participants	Community leaders, community group representatives, diverse community members	<ul style="list-style-type: none"> <li>• Gender: 50% 'Female', 33% 'Male' and 17% 'Mrs'</li> <li>• Age: between 44 to 86</li> <li>• Most participants lived in Darebin</li> <li>• Language spoken: 50% speak language other than English (Hindi, Gujarati, Farsi, Vietnamese, Greek, Macedonian, Spanish, Tamil), 50% speak English only</li> <li>• Aboriginal and/or Torres Strait Islander origin: all participants chose 'neither'</li> <li>• Disability: 33% of participants</li> </ul>

			identified as having a disability and the other participants did not
Young people workshop sessions	24 participants	Youth community members	<ul style="list-style-type: none"> <li>• Gender: 50% 'Female', 42% 'Male', one chose 'I identify as' and one chose 'I prefer not to say'</li> <li>• Age: between 12 and 23</li> <li>• Most participants lived in Darebin</li> <li>• Language spoken: 58% speak language other than English (Somali, Italian, Mandarin, Greek, Sicilian, Vietnamese), 42% speak English only</li> <li>• Aboriginal and/or Torres Strait Islander origin: one person identified as Aboriginal and/or Torres Strait Islander and three chose 'I prefer not to say', the other participants chose 'neither'</li> <li>• Disability: one person identified as having a disability and one person chose 'I prefer not to say', the other participants did not identify as having a disability</li> </ul>
Children workshop sessions	30 participants	Children	<ul style="list-style-type: none"> <li>• Gender: 58% 'Female' and 42% 'Male'</li> <li>• Age: between 5 and 11</li> <li>• Most participants lived in Darebin</li> <li>• Language spoken: 42% speak language other than English (Mandarin, Japanese, Slovak, Filipino, Chinese, Arabic, Vietnamese), 58% speak English only</li> <li>• Aboriginal and/or Torres Strait Islander origin: one person chose 'I prefer not to say' and the others chose 'neither'</li> <li>• Disability: no participants identified as having a disability</li> </ul>

### Telephone surveys

A randomly selected telephone survey was conducted across the municipality and included the participation of 381 residential households. The demographic breakdown of the participants was as follows:

- Gender: 51% were 'Female', 49% were 'Male' and 1% chose 'I identify as'
- Age group: highest proportion of participants were in the 65 and over age group, this was followed by 45-54 (24%), 35-44 (20%) and 55-64 (20%), then 18-34 (8%)
- All participants were Darebin residents – Reservoir (36%), Preston (25%), Northcote (17%), Thornbury (13%), Alphington/Fairfield and Macleod (5%), and Bundoora/Kingsbury (4%).

- Language spoken: 41% of participants either spoke or had someone in their household who spoke a language other than English, the other participants spoke English only
- Aboriginal and/or Torres Strait Islander origin: 2% of participants indicated they were of 'Aboriginal' origin and 1% indicated they were of 'Torres Strait Islander' origin, the others chose 'neither'
- Disability: 12% of participants identified as having a disability and the others did not

## Communication and Promotion

The Darebin Community Engagement Policy project information was accessible via the project page which was created on the Your Say Darebin online community engagement platform. The project page included all information about the proposed Community Engagement Policy including the project timeline, ways to participate and detailed information translated into 12 other languages other than English.

There was a total of 724 visits to the project page during the consultation period.

The proposed Community Engagement Policy consultation was communicated and promoted to the community by the following ways:

### - Social media

- Facebook:
  - 5 posts on 15 and 24 December 2020 and 11, 18 and 20 January 2021
  - Total reach: 7,893
  - Total shares: 102
  - Total link clicks: 253
- Twitter:
  - 5 posts on 15 and 24 December 2020 and 11, 15 and 20 January 2021
  - Total retweets: 7
  - Total likes: 6
- Instagram:
  - 1 post on 15 January 2021
  - Total likes: 19
- LinkedIn:
  - 5 posts on 15 and 24 December 2020 and 11, 15 and 20 January 2021
  - Total likes: 29

### - Radio: aired six times during the community announcements on 3KND radio

### - Brochures and posters were developed and distributed at:

- Preston Customer Service Centre
- Darebin Libraries – Preston, Reservoir and Fairfield
- Keon Park Children's Centre
- Darebin Youth Hub
- Reservoir Leisure Centre
- Northcote Aquatic and Recreation Centre
- Darebin Arts Centre
- Bundoora Park Farm

- Immunisation sessions – during January
- Drop-in sessions that were held on 16 and 17 January

- 5 corflute signs were attached to fencing in parks across municipality in the following locations:

- All Nations Park
- Edwardes Lakes Park
- Bundoora Park
- Darebin Parklands
- Penders Park

- Surveys were provided to three Macedonian senior groups

In addition, the proposed policy consultation was also emailed out to the administrators of the following advisory committees, reference groups and networks:

- Darebin Disability Advisory Committee
- Climate Emergency Darebin Advisory Committee
- Darebin Aboriginal Advisory Committee
- Darebin Community Awards Advisory Committee
- Darebin Domestic Animal Management Reference Group
- Darebin Education Network
- Darebin Interfaith Council
- Darebin Nature Trust
- Darebin Women's Advisory Committee
- Municipal Emergency Management Planning Committee
- Sexuality, Sex and Gender Diversity Advisory Committee
- Welcoming Cities Reference Group
- Arts and Heritage Advisory Committee
- Darebin Intercultural Centre Community Reference Group
- Multicultural interfaith networks
- Community groups and community organisations working with residents at a disadvantage in East Preston and East Reservoir

The feedback process was also promoted via Council's on hold telephone message during the consultation period.

## Feedback and comments received

**Our six community engagement principles include specific commitments to our community. Do you support these commitments?**

### Online and hardcopy surveys

	Yes		No		Not Sure		Total Responses
	Number	%	Number	%	Number	%	
<b>(Respectful)</b> We set clear parameters for our engagements to ensure participants have clear expectations of what they can	101	82.1%	3	2.4%	19	15.4%	123

influence and how their feedback will be used							
<b>(Action oriented)</b> We recognise that community feedback and input will create better decisions.	104	84.6%	5	4.1%	14	11.4%	123
<b>(Justice and Equity)</b> We ensure all community members have opportunities to contribute and benefit, no matter where they live, preferences, abilities and cultures. We recognise there are barriers for some groups and will use novel methods, and build our relationships across our community, to reduce those barriers and ensure everyone's right to be heard.	106	86.2%	5	4.1%	12	9.8%	123
<b>(Trust)</b> We value the insights of our community and respect the time and effort they give towards informing our decision making.	105	85.4%	2	1.6%	16	13.0%	123
<b>(Inclusive)</b> We focus on short, productive sessions that are enjoyable, culturally relevant, and meaningful experiences. We want those involved to learn about complex issues, hear a range of perspectives, and have their own experiences and needs heard.	97	78.9%	3	2.4%	23	18.7%	123
<b>(Integrity)</b> We are committed to sharing the findings with participants and to ensuring our decisions are reported back widely to the community.	103	83.7%	4	3.3%	16	13.0%	123

A large majority of the 123 survey respondents supported all the commitments to community that were listed against the six principles. However, it should be noted that more than 10 percent of the respondents responded 'Not Sure' for most of the commitments listed. This may suggest that the wording was not as clear or simple for community members to understand.

### Community engagement activities

This question was quite difficult for some community groups to understand and respond to, particularly for young people and children. It was also a bit challenging to explain this question at the shorter engagement interactions such as the drop-in sessions and for the telephone surveys.

- Consultation sessions: participants where consultation sessions were conducted were generally supportive of the commitments to community

- Online community leaders workshop: about half the participants were supportive of the commitments to community.
- Young people workshops: participants suggested changing some terms for some of the commitments to community to make it simpler and easier to understand. There were also comments made about the vagueness of the wording and the potential negative effect on community development of trying to engage with everyone
- Children workshops: This question was too difficult for the children workshops, so it was not asked

### Telephone surveys

Due to the difficulty of explaining the commitments to community question over the telephone to residents, the question was changed slightly to make it easier for the 381 telephone participants to respond.

<b>Commitments to Community</b>	<b>1 - Not important at all</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5 - Very important</b>	<b>Unsure / Can't Say</b>	<b>Average</b>
Council will set clear parameters for our engagements to ensure participants have clear expectations of what they can influence and how their feedback will be used.	3%	3%	17%	29%	47%	2%	4.3
Council recognises that community feedback and input will create better decisions.	2%	1%	11%	19%	67%	1%	4.5
Council will ensure all community members have opportunities to contribute and benefit, no matter where they live, preferences, abilities and cultures. Council recognises there are barriers for some groups and will use novel methods, and build our relationships across our community, to reduce those barriers and ensure everyone's right to be heard.	2%	3%	9%	20%	65%	2%	4.5
Council values the insights of our community and respects the time and effort they give towards informing our decision making.	3%	4%	12%	26%	52%	4%	4.4
Council will focus on short, productive community engagement sessions that are enjoyable, culturally relevant, and meaningful experiences. Council wants those involved to learn about complex issues, hear a range of perspectives, and have their own experiences and needs heard.	3%	5%	19%	29%	41%	2%	4.1

Council is committed to sharing the findings with participants and to ensuring our decisions are reported back widely to the community.	2%	2%	11%	23%	61%	2%	4.5
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The 381 telephone survey respondents provided an average importance score of 4 and above for all the commitments to community which suggests support for the commitments.

### Verbatim comments received from online and hardcopy surveys

Response
In my experience, Officers meet with the community usually with their decision already made. So for Officers, community consultation is just a matter of ticking a box, giving limited information at the outset and not really listening to people's response. Seeking opinion from a wide cross section of the community means that Council gets a diverse response so that ultimately the arbiter in decision making is the Council Officers.
Fine and to the point. Keep the entire document as short as you can.
If you do want community feedback you need to put time and money into hard copy ( paper ) responses as not everyone has phones or internet , that is reality . Elderly , CALD , disabled etc need different methods of communication otherwise you are doing a quick young persons consultation .
When council set parameters of engagement then they are able to control and steer the outcomes of the engagement. There should always be open and free wide ranging discussion to allow community members to contribute unrestrained. The justice and equity statement needs to ensure all community members contributions will be treated equitably.
stop voting in factions and think about your policies, political parties should be banned from council elections.
I would have preferred the survey be whether residents/ratepayers think the council practices these principles. Putting words in a policy is easy ... actual actions and transparency is what will count!
I do support these commitments, and would like to see some of them lived out more fully. E.g. I participated in the Streets for People consultations for Reservoir, and remain unaware as to updates/ outcomes of that process.
I support them all however they seem to be just statements. For example trust. Just valuing what we say is not building trust. Perhaps something about doing is needed here - we value the time and will build ideas into our programs and projects.
It would be great if there were enough time for the community to properly engage. The engagement periods feel short and not well advertised.
As per the new Gender Equity Act for LGAs, hope Darebin has initiated action



I think the principles are fine, the important thing is the delivery of these. I think under inclusive focusing on short, productive sessions may not suit all people. To be inclusive you also need to build trust which can take time. Would be good to emphasise that it is a human right to be consulted about decisions that affect lives.

Is that the definition of trust?

while i agree these community engagement principles have to be more than words on a page they are only worthwhile if council actually follows through with them

The draft principles could more strongly embed a focus on 'shared purpose and partnerships '. This is a component of collaboration which seeks to ensure that participants, government and community institutions are able to work together to advance the common good. This could be a connecting component to the remaining 6 principles. While the principles are introduced in the beginning of the policy, they are not embedded into implementation and evaluation. For example, How will Council know when (or if) principles are have embedded and how will this be measured? What does true representation look like and could this be captured from hearing from a specific % sample of different audiences? Alternatively what does 'building on the relationships of community' actually look like? Could this be formalised through a consistent platform or network which includes representation from specific stakeholders? \*\*Refer to Surf Coast Shire sample policy for examples of points which support the oper

i think for the start is good . Also , I like people call me Friend , based on my experience people more talk to us when we call our self a Friend .

It depends on the community providing the feedback re Action Oriented - some people's feedback isn't always going to produce better decisions as there maybe vested interests.

Sounds good - covered everything

Would prefer things in Italian to respond in Italian

Focus not just on business - Breavington Way. Increase opportunity for same (under action oriented)

Justice and equity - V. important Inclusive - V. important Integrity - V. important

Their input - let community give you ideas

It's hard to learn about complex issues in short sessions

Very important for us to understand what we can influence. Please don't waste our time with what we can't influence.

All good

I missed the purpose of this question initially - not aware that this related to a proposed policy. I don't feel as though I am qualified to provide quick feedback on such an important policy.

I think the intent is good but you need to measure the outcome

I haven't seen or spoken to anyone from the Council so I'm not sure if any of these are being met or not. I have not seen any community events or notices in my area. This pop up in Reservoir Lake Park is good

Engagement needs to be outcome focused. Communities which are underrepresented or disengaged need specialised methods to secure their feedback

Seems to cover it

Not very easily understood. Very wordy

As a disability advocate I have not been impressed by Darebin's attitude

These are all logical and considered. I can't add any more. These are great

I'm not involved much from a political space so I'm not able to comment much.

YES YES. Action oriented and Justice and Equality most important

Truly valuing people's contributions is important (not just getting lip-service)

Bring out examples to demonstrate commitments to principles

## Comments received from engagement activities

• Representative: disagree, doesn't matter where they live. Not just going through the motions
• Action-oriented: Action plan will show how Council will do it
• Inclusive: Make it accessible – do short productive sessions. Include real-life examples with descriptions, need to be useful and understood. Sometimes Council officers forget we are volunteers, lack of time to respond, allow time for feedback
• Integrity: How the feedback is used and the solutions – these are key points.
• That it is seen that Council actually listened. And give appropriate feedback as to how the decision was made
• The commitments are quite vague due to the variables regarding types of community engagement
• Attempting to hear the opinions of everyone may actually have a negative effect on community development. Equity attempts to hear the views of those in positions of disadvantage, however this policy may not be fully applied due to push of people in other positions. Not everyone will agree, and more often, than not the popular opinion benefits the individual, not the community
• Consider changing some terms used in the commitments such as 'parameters' and 'novel'
• Suggest expanding on the term 'set clear parameters'
• Wording for principles and commitments to community is a bit long e.g. 'Build on our relationships with the community which are essential to trust in our work'
• The wording in the 'Our promise to the community' section of the proposed policy is a bit repetitive

<ul style="list-style-type: none"> <li>• Suggest changing the wording for the commitment to community relating to the principle of 'action oriented' to – "We recognise that with community feedback and input, decisions will be better and reflect the community's values and objectives"</li> </ul>
<ul style="list-style-type: none"> <li>• Carefully consider the term 'novel' as it is jargon and may be perceived like Council will only use novel and not traditional methods as well. Suggest rewording "ensure everyone's right to be heard"</li> </ul>
<ul style="list-style-type: none"> <li>• Suggest changing the wording of "meaningful experiences" for the commitment to community relating to the principle 'inclusive'</li> </ul>
<ul style="list-style-type: none"> <li>• Suggest adding 'socio-economic level' to the list of barriers for the commitment to community relating to the principle 'justice and equity'. Also, when listing barriers there's a lot there so broad term could work with semi colon</li> </ul>
<ul style="list-style-type: none"> <li>• Suggest adding "their" to the commitment to community relating to the principle 'justice and equity' in front of the following words "preferences", "abilities" and "cultures"</li> </ul>
<ul style="list-style-type: none"> <li>• Principle about building on relationships with the community – phrasing is not clear and not sure what it means</li> </ul>
<ul style="list-style-type: none"> <li>• Representative principle – suggest rewording part of the commitment to community "benefit no matter their culture, preference, abilities or where they live"</li> </ul>
<ul style="list-style-type: none"> <li>• Words being over-used and the commitments to community is not easy to understand. Language is not public-friendly</li> </ul>
<ul style="list-style-type: none"> <li>• Like the following in the commitments to community section – representative, accessible, easy and enjoyable</li> </ul>

## Is there anything you think is missing in the proposed Community Engagement Policy?

Many participants who participated in this consultation either by completing a survey or were at the consultation sessions did not have any comments for this question or could not respond to this question as they had only read the summary document of the proposed policy and did not have any interest or time to read the detailed document. This question was also not asked at the workshop sessions for children and it wasn't asked when the telephone surveys were conducted.

The comments received from the online and hardcopy surveys included suggestions and ideas of putting the community engagement principles and commitments to practice, as well as specific considerations when undertaking engagement with the community.

### Online and hardcopy surveys

Response
Consistency in the way engagement is conducted regardless of the issue so that the community can be confident in the mechanisms available to it to influence decisions. The current processes appear haphazard and unduly influenced by minorities and particular Councillors. The role of Councillors in consultation needs to be more clearly with parameters around the stages or their involvement in decision making.
Genuine consultations How you will keep consultation out of the hands of councilors

How Councillors behave during the election process, Blocking of Residents on Social Media.

What is missing is the need to communicate more fully with the community on news covering past, present and future projects and real associated issues. In light of the loss of the local Leader newspaper, the skewed/edited Ward newsletters and consultation being held at inopportune times of the year.

That Councillors will not Block Residents on Social Media, also long as the question is asked, or comments made are respectful.

Informed - Engagement is supported with accessible information - numerical and non-numerical. For example, data sets might be supplied to enable testing of conclusions.

How do you share findings of any engagement with no local newspaper ? That's where I had quick read on what Council was or wasn't doing. How does anyone in community know what Council is doing ? People don't go to the website every week to read ? People are busy and that is not a realistic answer. Why not paper based newsletter ? In letterboxes or emailed? Needs to be considered otherwise all your hard work will not be promoted.

No, it is really good

Real and tangible processes that truly empower the community, engaging them in the decision-making processes.

Closing the circle; providing feedback to participants on their input and how it is/was used. A strategy plan needs to set timelines for feedback and needs to ensure changes in policy are advertised in a timely way on the council website. Council should have a strategy for targeted engagement of community groups especially in their area of interest.

Focus. Whilst it is right for the community to have a say in important Council decisions the engagement needs to be targeted and concise. There's nothing worse than over consultation and a decision/position dragging on forever. Use modern techniques, public meetings and consultations sessions are the worst and generally achieve little apart from attracting someone who wants to vent.

I think a lot of the words written are the complete opposite to how Darebin Council (and its councilors) have behaved in recent years.

I think there needs to be a clearer articulation of the value (if any) and parameters around using contractors to deliver community consultations. My experience in a consultant-run consultation lead to unrealistic expectations being generated, partly through the consultants clearly being unaware of some of Councils resource/ other constraints.

Something about commitment to regenerative processes too. Taking the land into account and ensuring we work towards a regenerative process in leadership, in actions, etc.

Tangible action

Very important to include First Nations People in all engagements. Also, to make sure everyone has the opportunity to respond - especially people who usually don't feel as though they have a right to have a voice on matters.

When LGAs are looking at diversity across intersectionality of all factors, Darebin should show the way forward by recruiting accordingly. Live by example!

I have not seen the Policy as yet. (Or is the policy just these commitments listed above?)

I have just looked at the Summary policy document and I think it needs a lot of work. Please see comments under question 7 below. (Please note this is my second survey I have completed as I had not read the policy document when I completed the last survey)

Love you to reach out and not just talk to usual nut cases that squeak on about old stuff

I like the commitments, it's probably more about the how for me. I think for Council to be able to provide modern and progressive engagement opportunities, but also how Council can connect with the community better for awareness of engagement opportunities and information of projects. There seems to be a low level of interest in Council projects to me, so I think it is trying to increase that as well to encourage engagement.

Timeliness. The Council should commit to acting and responding to community concerns in a timely manner.

accountability

I would like to be able to subscribe to an email list that alerts me to all policies, procedures, plans, etc. that are out for community consultation no matter what they are. Sometimes it is hard to keep up with the "Have Your Say" page and issues out for public comment are over before I have realised. Thank you

The draft principles could more strongly embed a focus on 'shared purpose and partnerships'. This is a component of collaboration which seeks to ensure that participants, government and community institutions are able to work together to advance the common good. This could be a connecting component to the remaining 6 principles. While the principles are introduced in the beginning of the policy, they are not embedded into implementation and evaluation. For example, How will Council know when (or if) principles are have embedded and how will this be measured? What does true representation look like and could this be captured from hearing from a specific % sample of different audiences? Alternatively, what does 'building on the relationships of community' actually look like? Could this be formalised through a consistent platform or network which includes representation from specific stakeholders? \*\*Refer to Surf Coast Shire sample policy for examples of points which support the operation of principles. 2. Is there anything you think is missing in the proposed Community Engagement Policy? \* The draft policy structure could strengthen how it will put the community engagement principles into practice. For example, under the section 'Putting community engagement into practice – planning, implementation and evaluation' there is no mention of how Council will embed the principles into practice. It would be useful to explore a procedure and supporting resource which Council Officers can use to ensure that the principles are considered throughout steps 1-5 (planning

through to implementation). Without such a supporting process, the principles outlined in this policy could be perceived as superficial. \*\*Refer to Golden Plains Shire sample policy for example of procedures. Under the section 'minimum standards of engagement', there are no specific indicators or examples of what the minimum standards are. This heading is somewhat misleading. It would be helpful to specifically articulate how equity will be ensured and applied, in alignment with existing Council documents (Equity and Impact Assessment (EIA) document). For example, can a gender lens be applied by considering how the policy, program, service or communication impact women and men differently (because their needs are different)? Opportunity to strengthen alignment and leverage of community organisations. Community engagement can only be sustained by identifying and mobilising community assets and strengths and by developing the community's capacity and resources to make decisions and take action. This could be more clearly articulated in the draft policy, as well as specifying how this policy will recognise and respect the diversity of the community. For example, ensuring an awareness of the various cultures of a community and other factors affecting diversity in planning, designing, and implementation.

I do not have answer for that at this stage.

Haven't seen it

Haven't read it

Need to read it

Haven't had a chance to look at it

Unsure - haven't read it all

Please describe what 'culturally relevant' means. Please outline how you will reduce barriers for some groups, not good enough to state that you are committed. I want to know how you will all action.

This should be tackled in a facilitated workshop. Not a quick survey.

Not familiar enough with all details of the policy to comment

No

Obtaining permits in Darebin is a lingering exhausting process. Should be timeframes.

More media/print exposure. Leader Newspaper.

No. Just need more community input on decisions in the area. Great ideas for pop up and feedback. Please keep it up but need more community input for future development.

Integration with other levels of government. Local government can only do so much on its own. How to leverage level crossing removals, COVID etc. Council should build on and support State Government programs. Not just oppose and focus on stunts.

A sense of 'empowering' community to co-design and co-own initiatives. CIAP engagement mode

When and how will these ideas be achieved?
Haven't read it
No- covers all bases
All good
But now that I have read more, I would add transparency as part of trust. Trust needs to be two-way so that community members involved in engagement programs etc. are confident they have all the information.
That community includes residents and those that work in area and students.
Could there be some reference to environmental responsibility? I know it would come under another team but would be a great message of the fundamental environmental responsibility in everything we do.

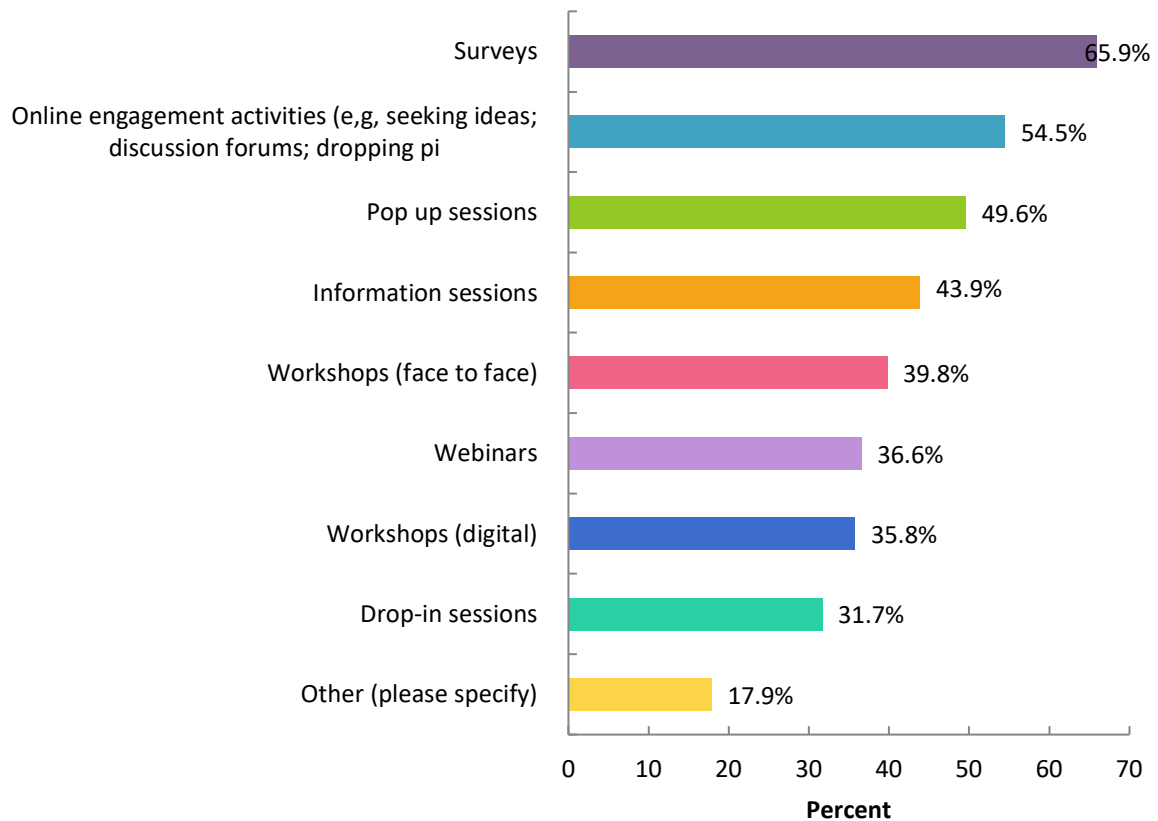
### Community engagement activities

The following comments were received from workshops and consultation sessions:

- Create minimum standards regarding the approach for engagement with older people. There's no mention of how Council will engage with older people in that section of the policy
- Understand the importance of the section around minimum standards for Aboriginal Torres Strait Islander people but they may be perceived a bit negatively by the CALD communities, something to consider. No mention of standards for engaging with CALD communities
- To show there has been a genuine and transparent process identify the community's interests, have an open process not necessarily the loudest but that all voices get heard – that is important – if they will be affected or impacted by decision
- Have a timing on feedback when people communicate with Council e.g. 48 hours even if they have not completed the enquiry

## How do you want us to engage with you for future projects?

### Online and hardcopy surveys



Value	Percent	Count
Surveys	65.9%	81
Online engagement activities (e.g., seeking ideas; discussion forums; dropping pins on a map; seeking stories)	54.5%	67
Pop up sessions	49.6%	61
Information sessions	43.9%	54
Workshops (face to face)	39.8%	49
Webinars	36.6%	45
Workshops (digital)	35.8%	44
Drop-in sessions	31.7%	39
Other (please specify)	17.9%	22
Totals		123



The three preferred ways that the 123 survey respondents indicated they would like Council to engage with them for future projects were 'Surveys', 'Online engagement activities' and 'Pop up sessions'. However, it should be noted that each of the options provided were selected by about a third of the respondents.

Respondents who chose 'Other' indicated the following ways that they would like to be engaged by Council.

Other (please specify)	Count
Build long term relationships in the community	1
Co-design initiatives	1
Community based co-design	1
Council come to groups	1
Direct contact with community groups that have a special interest in the project and PQT	1
Information sent to home address - opportunities to respond online	1
No	1
Nothing listed	1
Online referendums on important decisions that impact the whole community and are binding	1
Polls on social media	1
Prefer face to face - Drop in sessions are really good because we can back and forth with discussion	1
Targeted engagement with local community members and organisations (e.g.: such as through a representative network)	1
Telephone	1
Text	1
Text message and door knocking	1
To have to opportunity to view videos of the presentations or activities at online events if you miss them.	1
community newsletters	1
email alert	1
face to face and online	1
no answer	1
social media so we can prompt our neighbours to contribute. Information sessions on a street where you are shopping is good.	1

ude community organisations	1
Totals	22

### Community engagement activities

- Consultation sessions: participants where consultation sessions were conducted provided the following feedback regarding this question:
  - • What would be useful is a timetable of the opportunities for engagement and regular intervals to keep community up to date about the progress of projects. • Need real engagement with the community that occurs all the way through • It is not valuable to have a set program at the start, then talk to us at the end. Community members should have regular opportunity for consultation during the project using various methods to communicate and considers the special needs of some community members. We don't all use the technology. Many older people not literate in English or their first language. An opportunity to talk with Council.
  - Use of interpreters / translated materials and newsletters
  - Opportunity for one to one communication especially with people who are isolated or not comfortable attending group consultations
  - Given the diversity in need, support and capacity for older people – the engagement policy could be strengthened in this area.
    - To engage with older people effectively, Council needs to approach nursing homes, retirement villages/ homes and carers
    - Surveys are a good way to get feedback too
  - The Community Engagement Policy needs to include how Council is engaging with older people
- Online community leaders workshop: participants at the online workshop provided the following comments which related to both how they want to be engaged and communicated with by Council:
  - No local newspapers, how to get the word out, challenges with COVID-19
  - Reality is not everyone uses social media or specific platforms, Email and Darebin Facebook Page
  - I would like senior groups and CALD groups to be contacted directly, phones still exist.
  - Visit groups
  - Community newsletter
  - People without social media have no way to get information or to be consulted
  - Local paper limited print run, collect from local shop
  - Community radio
  - Publications in different languages, advertisement, insert (India link – some are national)
  - A booth set up at local shopping areas has proven to be the most successful for us
  - Also they could update the website, it is a battle to find any information
  - Use current CALD networks and translations

- A booth set up at local shopping areas has proven to be the most successful for us
  - Some cannot read and write English or another language
  - Also use internal sources like Inclusion and Diversity Team, Healthy Ageing etc.
  - Phone calls!!
  - Please use neighbourhood houses more to communicate opportunities! We've got the people!
  - Health Centres, Vaccination centres, etc.
  - Visit groups. Seniors, CALD, Neighbourhood Houses (time consuming yes)
  - Options to respond not online.
  - Council publications, social media like Facebook, Twitter, websites, emails, notice /flyers when payments are made in Council foyer
  - Billboards and posters at local shopping strips with a QR code
  - People without social media have no way to get information or to be consulted
  - Faith Networks to be contacted
  - Finding out about the events and day to day life.
  - And Council should take ownership by stating hardly reached rather than hard to reach
  - Community Connectors database.
  - Dr Carolyn Wallace research in this subject. She now works with Merri Health
  - How do they choose those diverse groups, I suppose it is up to the relevant staff person.
- Young people workshops: participants at the young people workshop sessions were asked this question via a dotmocracy activity, which required them to stick dots to vote on the ways that they would prefer to be engaged by Council:
    - Workshops face to face (13 dots)
    - Surveys (9 dots)
    - Drop-in sessions (8 dots)
    - Pop up sessions (6 dots)
    - Information sessions (5 dots)
    - Workshops digital (4 dots)
    - Webinars (3 dots)
    - Online Engagement Activities (2 dots)
    - Other - News and School
- Children workshops: the ways that children preferred to be engaged and communicated with by Council were asked to them in a couple of questions that made it easier for the participants to respond. The following feedback were in response to both

### Responses

Send letters  
Posters  
Have a 1000 kid mideaing (game shop)  
I would take a clipboard and get information about who wants to do it and who doesn't  
Communicate via Roblox  
Ring their doorbells for suggestions  
Put it on the newspaper  
Roblox chat, Wechat, discord, Google meet  
Community pools on Minecraft  
In person  
Tell parents

### Responses

Talk to children at the Library  
Paper lollies  
Poster, speaker, Roblox, Instagram, Facebook  
Calling them, Instagram, Facebook, Snapchat, make a video and send it to them  
Newspapers  
Toys, phone, poster  
Letter  
Draw a picture  
Voice message  
In a meeting  
Make a poster

Letterbox drop

Have a vote

Make my parents email everyone's parents  
and ask their kids

Posters in shops

In the mail

The news

The mall

I would go walking in the street saying would  
you like to improve anything

Knock on doors

Go around the neighbourhood and ask them  
to rate ideas

Letterbox drop

On the street with a clipboard and  
questionnaire

Social media, Ipads

- Write a letter
- Answer a survey or questionnaire
- Take a vote
- Send an email
- Respond via social media / video game groups/ chats

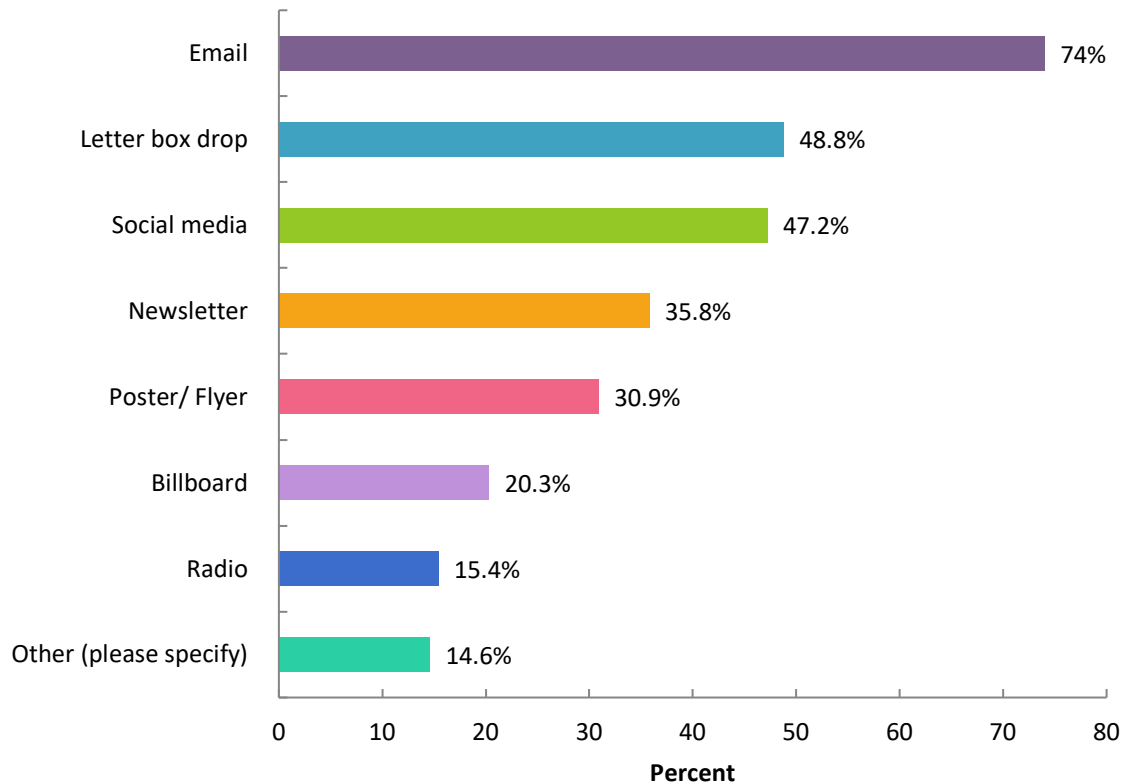
### Telephone Surveys

Ways to engage	Percentage
Via Surveys	74%
Information sessions (i.e. Face to face)	70%
Online engagement activities (i.e. online discussion forums or online maps)	67%
Digital workshops	58%
Webinars	54%
Face to face workshops	48%
Some other way (please specify)	28%
None of these	1%
Don't know	0%
Totals	381

The three preferred ways that the 381 telephone survey respondents indicated they would like Council to engage with them for future projects were 'Surveys', 'Information sessions face to face' and 'Online engagement activities'.

## How do you want us to communicate with you for future projects?

### Online and hardcopy surveys



Value	Percent	Count
Email	74.0%	91
Letter box drop	48.8%	60
Social media	47.2%	58
Newsletter	35.8%	44
Poster/ Flyer	30.9%	38
Billboard	20.3%	25
Radio	15.4%	19
Other (please specify)	14.6%	18
Totals		123

The three preferred ways that the 123 survey respondents indicated they would like Council to communicate with them for future projects were 'Email', 'Letter box drop' and 'Social media'.

Respondents who chose 'Other' indicated the following ways that they would like to be communicated with by Council.

Other (please specify)	Count
Digital options preferred in order to reduce waste	1
Direct communication on specific areas/projects of interest.	1
E- newsletter	1
Monthly/bi-monthly community newsletter with dedicated updates on Have you Say	1
No	1
Not on any social media	1
SMS	1
SMS - need to know who from Council, also telephone - don't waste paper	1
Telephone	1
Text message	1
Text messages/SMS	1
There should be apps that notify residents of the community when important events or decisions are being made.	1
nothing specified	1
phone - text message	1
short communication with punch line and with less repetition	1
text	1
utilise key community organisations	1
Totals	17

### Community engagement activities

- Consultation sessions: participants where consultation sessions were conducted provided the following feedback regarding this question:
  - The engagement policy should consider how could Council improve its communication with older people, especially those not in clubs
  - Various ways of communication are needed. For example, some older people can't use touch screens or QR codes so need to account for that
  - Communicating via newsletters works well for some older people, as well as regular face to face sessions, where Council would talk with the community

- Council needs to approach people who are more isolated and wouldn't necessarily engage. We need to find/ discover these people first then find out how they prefer to communicate and engage
- Council should consider the range of ways it intends communicating and share this with community.
- Council should tailor communications to the different community groups according to their preferences
- We would prefer to be communicated with via poster/ flyer and it's best if these can be translated
- Online community leader workshop: refer to the previous question for feedback from workshop participants
- Young people workshops: participants at the young people workshop sessions were asked this question via a dotmocracy activity, which required them to stick dots to vote on the ways that they would prefer to be communicated with by Council:
  - Social Media (16 dots)
  - Letter box drop (9 dots)
  - Email (9 dots)
  - Poster/ Flyer (5 dots)
  - Radio (4 dots)
  - Billboard (1 dot)
  - Newsletter (1 dot)
  - Other - commercials online e.g. instagram, youtube and snapchat, blimps (it's a hot air balloon that catches my attention), website
- Children workshops: refer to the previous question for feedback from children participants

#### Telephone surveys

Ways to communicate	Percentage
Newsletters available in hard copy or online	85%
Email	81%
Information in your letter box	77%
Posters / flyers in community facilities	62%
Via social media	56%
Billboards	46%
Radio announcements or advertising	44%
Something other way (please specify)	12%
None of these	0%
Don't know	0%

The three preferred ways that the 381 telephone survey respondents indicated they would like Council to communicate with them for future projects were 'Newsletters available in hard copy or online', 'Email' and 'Information in letterbox'.

## What does successful community engagement look like to you?



the place  
to live

### Online and hardcopy surveys

The following verbatim comments were received from the survey respondents regarding what successful community engagement look like to them. A notable number of comments seem to relate to the principles of the proposed Community Engagement Policy and to ensure Council follows through with them in engagement practice. Similarly, there are also comments which relate to the minimum standards of engagement in the proposed policy.

Some key themes observed include:

- being consistent
- building trust
- being transparent
- reporting back to the community
- being informed early about engagement opportunities and projects
- getting feedback from community members and groups who usually do not participate
- listening to the community
- collaborating
- ensuring diversity of voices in included
- having enough time to provide feedback

Response
Consistency in process Limits on the influence of Councillors throughout engagement processes so that their decisions in the Council Chamber are free of bias.
Something most people will be able to understand and follow.
Clear objectives, good report back so we know how feedback was used
Consultation run by council, not consultants. Consultation run for the residents, not the councilors. No more quick decisions and fast consultation periods, give residents the time to be involved.
Generally needs people who have a degree of pride in their surroundings and are actively demonstrating that they are engaged through membership of groups or active participation to give a sense of belonging. At Question time in Council mtgs, more attention and action on people's concerns, not just lip service.
Open and Transparent
Debate among those giving input would be a good sign. A respectful discussion board. If moderation of a comment is required then it should be noted that a comment has been redacted in part or in full - rather than simply rejected.
where everyone knows they have the choice to engage. Often with these opportunities I don't find out until they have already been completed.
Consulting with different sectors of community, not just those easy to access , or those that are always talking to Council. Engagement also needs to be listened to and considered even if Councillors don't like what they hear.



Using all the above communication methods, definitely to capture the most people, plus meaningful engagement that is clear on its objectives and limits of engagement opportunity. Plus closing the feedback loop and letting participants know the outcome is very important

Knowing your community, the ability to just say hello without having an issue in the back of your mind. Being proactive, having trusting and healthy relationships.

everyone's opinion/feedback is heard

One where the community is truly empowered and truly has ownership of its local government, not political parties. In practice, this would involve Councillors that represent their wards as local members who are independent, who have lived in their wards for an x amount of years, and regularly involve and empower their communities through: - involving the community in governance through local town-halls; - apps that notify the community when important governance decisions are being made; - online referendums that are binding on how the councilor votes on upcoming issues.

Engaging the community using a variety of methods to achieve sustainable outcomes. Initiatives reflecting the collective voice of the community.

Genuinely seeking out diverse voices, listening and taking onboard the views of the community. communities are tired of consultations with no positive outcomes.

Council seeking input at the start of the process, seeking broad and ranging community ideas before any agenda is determined and parameters set.

focused, targeted and concise using modern generally digital methods.

that the community knows about what you as a council are doing, not a surprise after the fact.

Having community drive decisions rather than councilors pushing their own agendas.

Reaching everyone equitably. I.e. not relying on social media for people to be aware of opportunities to engage. I would like to see for example a regular email update of current council consultations so that people can participate without relying on Facebook. Also, letterbox/ newsletter for those in the area with little or no internet access.

Having the opportunity to build from the ground up. Getting to inform the design as well as taking part in the implementation.

Actually doing what's in the interest of the community and not just profiteering activities with developers. Flyers advertising etc. real opportunities for ideas to be seen and heard

short, frequent and online

Where everyone gets the opportunity to provide feedback and your feedback is heard and listened to. That the loudest voices or most entitled people do not get to have greater sway - so that people who don't know or have the skills to provide

feedback are encouraged and sought out to provide feedback and their voice is given the appropriate weight in the decision making.

When all members of Darebin are involved in seeking feedback [Comms in different languages], culturally and faith sensitive decisions are taken, CALD groups are included, Interfaith Networks consulted, social cohesion is the goal with harmony as the gold standard

Meetings with people and friendliness towards others.

Genuine interest in community perspectives. Clear understanding of engagement aims and outcomes. Reaching out to include groups not easily engaged. A variety of ways/methods in which a person can engage. Communication and follow up on outcomes. Ongoing long-term relationships.

Just really hard to know what you are doing. Social media is very light weight. You seem to have committees and stuff but have no idea how to have say

Reasonable level of two-way communication between Council and community. Opportunities for local community or relevant residents/groups/businesses to be informed about projects or ideas and be able to interact with their feedback, ideas, suggestions. And then also continuing to inform them on the progress of that idea or project. Even how some feedback was taken on board in the project so community can see their impact. I think we also need to be flexible in engagement opportunities, for example how we connect with people with poor or no access to technology.

Progressive, responsive and the best in Victoria among municipal councils.

Rejuvenation of physical environment Residents happy to walk, talk, engage Council taking action and making it known that they are and have Direct communication with residents on successes & challenges ahead

councilors getting out of their offices and actually meeting and talking to the people of Darebin engaging with ALL within Darebin rather than select groups or microcosms of society

Everyone participating in things in that are important to them and they are passionate about.

Diverse voices and representation.

Actively seeking out opinions and making sure there is a large sample of people that comment on each project (set a target).

Success looks like a relationship between Council and community i.e. moving beyond inform and consult and seeking to truly involve and collaborate with local community members, partners and organisations. A relationship – and hence engagement - is two way, invested in by all parties, and develops (or not) cumulatively over time. This is supported by processes such as consultations, social listening, co-design etc. The goals of community engagement are to build trust, enlist new resources and allies, create better communication, and improve overall health outcomes as successful projects evolve into lasting collaborations YCH is aware of the expertise and skill of some DCC staff in community engagement. It would be great for this to formalised into a network or community of practice which

can create a consistent and standardised method for engagement across the Darebin region, rather than planning and decision making occurring on a case by case basis.

we have voice - respect with dignity without judgment -

A cross section of the community is consulted on a variety of issues. Opportunity for the silent majority to somehow have a voice.

Successful engagement will mean I am not surprised by new projects, as I have heard about them and where appropriate have been asked what I think. It will also mean our area has things going on that are unique to us, because Council has listened to what residents are saying. It will also mean that we are not disappointed when we can't contribute to an idea or project, or when it didn't go our way, because Council was clear in what it can and can't do, and let us know how things were tracking.

Seeing the results of our feedback

Everyone in the community knowing how and where they can be involved in community decisions

For me it looks like making sure everyone understands and are contributing with any opinions they may have on a current or future project

Via text. A communal billboard to go to and read monthly. Communicated by text when and where.

Speaking as a cyclist, face to face engagement always

Having communication before and opportunity to have input then something being done

Meetings/discussions. People have a say - reach majority of people

Knowing what is going on and being able to have a say. Show support for projects (or object to them)

Quick and easy, graphic not recall of text.

Building trust

I somehow know what is going on and know what has happened if I've asked for something

action

Reasons behind decision making is clear. Reasons provided for outcome - easy to find - need a newspaper

Community conversations, engagement, co-design of awareness. Processes of embracing community input - not just being made aware of decisions being made

Seeing the results of our feedback

Easy to access engagement - e.g. letterbox drops and questionnaires.
Seeing the results of our feedback
Facilities like this park and of having art in the community - signs - make sure people get a say in it
Pop ups - people have a say and hear back
More social interaction - groups - with different community members
Will help in finding what community wants
Talking with community members in their own language - achieving goals that benefit everyone
Diversity and inclusiveness
CONSISTENT consultation and feedback
Register communication - feedback
Where everyone has the right to participate and enjoy the community
A Council that listens and responds to feedback
When all members of the community are engaged and listened to.
Consultation and action
I do not need to seek information but instead community groups are actively making me aware of ideas / proposals to engage in.
Facilitated forums and workshops. Working with small businesses and schools/TAFE etc.
Maybe you need to promote Darebin website better and present new projects there for everyone to see and consider. It should be interactive and include some local promos and benefits for people.
When everyone knows what to do when something bothers him. When everyone knows how to participate in community life.
All residents are able to engage and understand the value of engaging and how they can make a difference in community.
It looks like a community where residents know how to engage using the different ways they can be heard
Engaging activities for all ages and cultures, gender etc. Music, vibrant, interactive, educational
Give individuals the ability to be heard.
surveys/opinions on future investments

Listening to ideas, creating a plan, discussing feedback and plans into action.
Driven by community - use of community knowledge
Reflecting diversity views and needs. Finding common outcomes
As much as possible, reflective of broader Darebin population.
Achieving common goals and community standards
Where everyone's voice is heard, opinions and ideas are invited and everyone supports each other
Non-hierarchical partnerships
People coming together listening and helping
Commitment, contribution, capability.
Respect contribution
A good cross-section of community engaged. People get to listen to each other's views before recommendation is made.
People discussing their local world.
Easily accessible. Relevant. Actually achieves objectives.
Communication from people in charge interaction communication. Written material about what's happening. Important for community to have a voice.
Committed partnership with the community. Genuine attempts to reach and include vulnerable and socially isolated people.
Consultation with community members
We enjoy community
People feel confident that they have the opportunity and have been heard
All community members aware of and utilising the services on offer. And the fostering of relationships and support networks within the community.
More engagement in the community in the form of social motivation and social encouragement.
Ensuring different ways to engage
Diverse voices being heard and diverse experiences being offered to ALL community members
Open hand. Honest
Inclusive, cultural sensitivity. Broad socio-economic levels
Sufficient notice for future plans. Community has a say.

When I see the outcome of a workshop implemented in the community

### Community engagement activities

The following comments were received from the participants of the workshops and consultation sessions. This question was a bit difficult for the children workshops, so they were not asked at these sessions. It should also be noted that some participants from the young people workshop sessions found this question challenging.

Some of these comments were like the ones that were received via the online and hardcopy surveys.

- When we provide feedback, we hope to receive a response, closing the loop and being transparent
- When diverse representation is used to make a genuine difference
- Access, inclusion, transparency
- Communication about the outcome and how the community input influenced the decision
- Messaging and communication
- Participation by the communities on an ongoing basis with leadership being a two-way basis.
- A love of Interculturalism and different cultures being given access to learn about each other
- That what the community recommends actually occurs.
- In my opinion I think that it looks like different type of children cooperating
- It's when different diversity are participating in a social event
- It looks like when everyone congregates with the community
- It's when they come together for community activities
- It's when the community cooperates
- It looks like very diverse to help the community
- It looks like a diverse youth group contributing these thoughts and ideas to help the community
- Everyone from all ages and nationalities come together for the greater good of the community
- A diverse group of people
- Everyone interacting
- Sharing opinions and ideas
- Being confident in receiving support
- Consistency
- When questions of interest have been answered
- Change happening specifically because of feedback
- People feeling like their demographic doesn't make them feel out of place
- You see your thoughts being presented throughout the community
- Getting everyone's opinion not just one specific group
- Broad diverse and representative community involvement
- Good feedback
- Participation
- Participants feel valued – asking in person or online - evaluation
- Facilitation that encourages people to step up, step back and share their ideas
- Participants understand how their contributions will be used

- Open communication
- Varied opinions
- Large sample
- Provides new/ useful information
- Method of engagement

### Telephone Surveys

The following verbatim comments were received from the telephone survey respondents regarding what successful community engagement look like to them. Some of the comments received from the respondents included similar themes to the comments received from the online and hardcopy surveys, workshops and consultation sessions.

A better community.
A broad range of voices
A combination of getting on with your business without micro-managing people and without being overly pedantic with policies. If they cut out all these things, they'll definitely engage in more successful community engagement.
A communist that has a buy in with decisions with council
A general mutual understanding of the goals we are trying to achieve as a community.
A genuine effort to communicate and engage with the community.
A good cross section of cultural and social backgrounds in discussions
A lot of people getting together to discuss things.
A nice, peaceful community, with no murders, no thugs, and robberies.
A platform where everybody can be heard. From people of different backgrounds and range of ages.
A response would be fantastic.
A survey on how important council decisions are, having input about council issues.
A wide range of people volunteering their opinions because they believe they will be listened to and those opinions being taken on board when decisions are being made.
Acknowledgement.
Acknowledging they have received my concerns, and calling me to discuss and putting an action plan together
Acting on the feedback given.
Action on promises.
Active initial information being sent out, consultation with the community, and clear guidance about what the outcomes are.
Active listening where the community feels well informed and heard
Actually meeting people on the streets, being available to talk to, replying to their emails
Actually taking on feedback and responding to it, enacting what they can from community feedback, push through with what they're going to do. Actually listening to community feedback and acting upon it as opposed to saying whatever.
All cross sections of the community to have input and time efficient and the outcome of the consultation and the actions documented and reported back regularly.
All decisions being made, and having community input.
Allowing the people that reside in the area to have a voice and being able to interpret all those voices and see what the community to could most benefit from.
An opportunity to be heard and seriously considered either through submissions, or being part of council meetings, or forums etc. Community involvement in each part of the process.
An organisation that responds to people's requests and enquiries in a timely manner.



Annual online conferences or zoom meetings. You need to put the information online or on social media, so people can respond. They need to make it clear for all residents, not everyone speaks English and are able to assess the information. Engage the community more
Applying information and taking all sides before making a decision.
Being able to get a wide range of opinions and make decisions without self interest.
Being aware to the goings on in council, being able to access things they are doing
Being clear on what feedback has been received and what has been decided about it. Clear statements, not wishy washy statements.
Being given the opportunity to be involved
Being heard and taken noticed of and actioned.
Being open to feedback from all sorts of unusual sources and being open to information from many different groups and acting upon it.
Being out and about amongst the people.
Best way they could engage with me is to send me a plain language survey either in hard copy format or digital which is via email and then to share the responses afterwards for transparency
Bringing the community together so it doesn't feel like it's just a conversation that's happening between an individual and the council, open the door to people in the neighbourhood with similar ideas. This thrives community spirit, and helps advance ideas forward
Broad online engagement enabling a wide variety of the population to have involvement, with maybe deeper dives as the projects progress.
Capturing people's attention and getting them involved. Such as inviting a multitude of people, including the general populace.
Changed attitudes in people towards things that aren't working well. More money invested in communications. More development in things that are important like aged care. Better policing in some areas and facilities like the Darebin Gym. I think there are problems with the recycling stations. I don't think there's enough facilities. And I think fees for recycling and rubbish disposal facilities are too high.
City of Darebin recognizes community festivals and celebrates diversity of culture
Clear communication between council and residents and taking on board residents' concerns and ideas
Clear communication to everyone regarding the intent and feedback from all groups back to the council and a review of all the feedback in context of the impact of those parties and clear communication back to community on the proposed decision. Community review of decision before final decision is made
Clear information.
Co designed
Collecting feedback, making those changes and reporting back what those changes were
Communicate and gets things done and consensus opinions.
Communication across all groups and listening.
Communication and getting feedback from residents, sharing the information
Communication with the council, such as if they could communicate with the community.
Communication, following through
Community has to be involved in every step of what the Council is doing or else we will have problems.
Community interacting
Community participation as long as the community is involved and informed
Community planning
Comparisons with facilities in adjoining shires



Completed improvements to the city
Conducting surveys for feedback
Consensus around outcomes
Constant feedback and constant communication and regular updates
Consultation
Consultation that actually results in action, being transparent, and should be able to trace that back to where the idea came from.
Consultation, as in listening to the community about what they want and need, how it would be delivered, and information regarding the process and forward planning. And, two-way communication.
Consultation, listening to what the feedback is, taking it on board, implementing feedback if possible, giving feedback back to the community to let them know why something has or hasn't happened and why. Step-by-step communication.
Consulting first nation people first and foremost and other people for decision making.
Consulting, as you are doing, getting a wide participant group.
Contacting me and listening to my opinions and communicating data from the community back to me after the have gathered it.
Council advising of its intentions, and actually listening to the community input.
Council are listening to the community attitudes and not trying to get around them, council not doing just whatever they like
Council being open and transparent in relation with project and all the people who are affected by certain projects. If there was a project in Northcote then you really want to know all the people in the area are informed
Council feedback to ratepayers
Council giving feedback to a large amount of people.
Council is slow to react, from feedback from residents to actioning strategies
Council listening to objections and doing something about them
Council listening to the people who are speaking
Council meetings, Councillors coming to retirement villages and talk about things
Council needs to look into residential planning. That has been inappropriately granted without consideration to others.
Council promoted information sessions, widely advertised information sessions across sections for the community
Council to be more accessible, during lock down the council was unresponsive
Discussion, 1-on-1 or in a group situation with people who feel similarly can talk.
Diversity attendees, clear expectations, report on outcomes
Diversity of people being heard and acted on and respected, a good number of people engaging
Easy communication for residents
Effort on behalf of the people involved
Email or phone call for feedback
Emails, online, letters
Enough information shared and in a timely way
Ensuring people understand and are communicated with to make sure we have input.
Events being held at venues to discuss upgrades and plans for the area
Every 3 months giving us a brochure or magazine, more active
Every decision that is made needs a face to it, individual Councillors to take ownership
Every member of the community to be able to engage with council and feel they can be heard
Every other culture living in the area is accounted for, not just focus on one culture. Multicultural engagement.

Every voice is heard
Everybody can be heard, transparency of procedures and results and how this links back to implementation
Everybody has an opportunity to contribute equally
Everybody has had their say
Everyone included, and everyone comfortable with what's going on. Everyone knowing what's going on
Everyone knows what's going on.
Everyone to come together and speak politely
Everything working well, and without noticing the work that has gone into it.
Face to face events, being able to interact with council members and community.
Face to face information sessions with other people as well.
Face to face, being able to have a forum for people, locals to talk face to face to the council or counsellors
Feedback is OK, relate music to giving of information
Flyers and brochures in the letterbox.
Footpaths.
For council or representatives of council to come out to the community and discuss what effects that community.
Free park entertainment. Recreation and entertainment. Like yoga, have a band and you can take your kids.
Gaining feedback from residents
Generally large lot of the community to discuss a topic and to provide feedback always.
Getting feedback from the community
Give feedback by mail and post.
Giving everyone a voice, and more importantly listening to it.
Giving people enough time and the opportunity to have their say, people's opinions to be valued, a general approach
Good advertising of the events, available at a wide range of times, a good cross-section of people involved across different communities, key summaries of those sessions available to the community and what actions would be taken as a result
Good communication, open and honest government, listening to the residents rather than consultation window-dressing
Happiness.
Happy people
Happy people.
Happy residents, people not complaining, things changed for the better, genuine follow-up and things being done.
Having a voice and input in major things that go in the community.
Having an easy channel of communication with the council, feedback groups
Having people from all age groups, walks of life and ethnicity inclusive.
Having people from the neighbourhood being involved with activities, public spaces to be decided on by residents, works to be decided by residents and done by residents
Having police on the streets, being completely safe. Having police patrol on the streets not just when trouble arises.
Having representatives for all different areas and having everyone's voices heard. Being given the opportunity for everyone to be able to offer feedback.
Having the option to make an input and making it easily accessible and can be done online.
High engagement and action as a result of the engagement

How feedback is taken into account in the decision-making process. It needs to be communicated, and then the decisions that are made based on the councils own deliberation, need to be explained in terms of how it's either taken into account, or when the feedback from the community was ignored or gone against, then the reasons for that need to be explained back to the community.
I always think physical participation is important, meeting people face to face but I realise that is difficult these days.
I guess more people in the grand, everyone agreeing with the policy rather than more of those opposing it.
I like the idea of citizen assemblies.
I like to see more classes for the elderly people in computing and how to use a tablet.
I think it could be done online, or by surveys. To try and get a fresh perspective and not all from the same people who always complain
I think it looks like having the opportunity to voice your opinion via email or online discussion, or chat rooms.
I think it would be great for a community notice board and have several around
I think it's engaging with the people who are interested in making a difference, through focus groups, and reviewing that with other members of the community
I think survey is a good idea, and email to the community and if you can contribute.
I'd like to see development of smaller communities within the larger Darebin region. Community gardens etc.
If everyone knows what's going on.
If I give feedback via website or surveys, I then receive a response even if it's a thank you for your feedback, just an acknowledgement, a personalized response would be even better. More proactive response in acknowledging that the community is being heard, if Darebin is doing a focus group, and the focus group say they don't want something, Darebin has to acknowledge that that is how the community or participants responded. There's no point in doing a focus group if you're just going to go ahead with what you already planned. The focus group that I was in (Preston Market) came across as lip service. It was very obvious that they had already made decisions.
If there is a two way street, if the community has a say or is already informed
If they are successful it's good for everybody
If they were putting out surveys and getting responses. Community events and things. If they were getting support from local business. When they are council supported events. Information evenings to see if people are taking personal time to engage in it. Have some sort of community panel, that could be a way of reaching out to the community.
I'm contacted to talk to council, and offer feedback
I'm heavily involved with community, wouldn't want to reinvent the wheel, just better communication would be nice
Important for me to get feedback.
In a way that all the residents have the opportunity to contribute and not keep it narrow to a few residents.
In my opinion I think successful community engagement looks like when council provides qualitative and quantitative data to assist the community to having meaningful input into the early stages of decision making
Includes all voices, doesn't have a pre-determined outcome, actually listens to what's said.
Including church, news reports in the newspapers
Inclusive, someone who listens, people are inclusive and feel as they are a part of the organisation.
Inclusive, variety of medium ways to engage

Inclusive, well-rounded discussions with all members in the community not just those that are socially active. More inclusion of our diverse community.
Information
Information for the community
Information sessions and feedback
Informing via an online survey for feedback.
Input from a wide range of people from all socio economic spectrum's. Input from diverse backgrounds.
Interactive and regular
Involves everybody in the community, doesn't matter what race, creed or religion you are, forums using the newsletter as well as communication is the way to go.
Involving everyone in the community
It has to be meaningful for participants, not just one-way communication, opportunity to voice opinions and have them heard, transparent, giving people sufficient time to respond, options for people who speak another language
It looks like consensus, people agreeing instead of political, more agreement to get things done
It looks like people in the community participating in community events.
It looks like successful public awareness on proposed changes followed by open response to feedback received.
It would help to know who the counsellors are.
It would involve being informed before things take place rather than after. I don't want things to be announced after they are decided and set, I want things to be consulted with the community.
It's engagement where as many people as possible can give feedback, that is meaningful and acted upon.
It's over multiple platforms with diverse voices, having different backgrounds and experiences and all of those differences being valued. Having very clear outcomes from that and action points
It's what we can see is happening. We need to be able to see what is happening to the whole community.
Keeping us informed
Knowing you've been listened to, and if the answers are not what you'd wish for, getting an adequate explanation why.
Lakeside looking after children down there. In regards to no domestic violence against children.
Like a fun day out or something like that. A community day out that would benefit anybody
Listening and feeding back to opinions they receive.
Listening to people from a range of different backgrounds and incorporating those opinions into decisions.
Listening to the people
Listening to what people say and act on them.
Local Councillors being available to the community when issues arise.
Local groups and exercise groups
Looks good
Lot of information but in a digestible format, easily searchable databases of information, easy access to talking to a real person via phone or live chat
Make sure we're all happy with upcoming changes that will actually affect the community .
Making sure people can have their say, spaces the community can have to meet, council listening to the community
Making sure voices are heard and being transparent and honest about ability to deliver.

Me being informed about what council is doing, such as what's happening with Bundoora park.
Meet ups in the community, e.g. neighbourhood meeting
Meeting people and having groups.
More actions, less words and talk. Meaning get things done don't just talk about doing it. They always promise on election day but it always takes a long time.
More face to face, group, get-togethers where people can speak out and give their opinion.
More information in mail box, more concise information
Multifaceted is good. Where have opportunities for different people at different times. Being online and in person.
Multiple opportunities to engage, that's the key. If you miss one type of engagement, then you have an opportunity in another way.
Newsletters.
No surprises
Not just a one-way passage of information where the council reaches out to the public. When the public has a two-way engagement with the council, a conversation that happens without being prompted by the council, an organic passage of information.
On social media, it's when people put likes and comments.
One that allows a broad spectrum of the community to participate.
One where there is obvious uptake of public opinion.
Online workshop with targeted questions, not open ended. I don't necessarily know what I want, but if the questions were more targeted then I could give more of an input. Definitely online, though.
Open and honest communication
Open and transparent but not beholden to minority opinions, we elect Councillors to make decisions on our behalf and trust their judgement
Open communication, and transparency.
Open dialogue, residents are heard, and decision making is clear and above board and there is no corruption
Opportunity to review the council's thoughts about progress, and provide feedback through face to face, workshops, online, or survey methods.
Organizing an event where people could come and speak freely and put their ideas forward, where council members are present.
People being heard and council listening or actioning additional feedback.
People getting along with each other
People getting out and meeting people in the community.
People getting together and helping each other out.
People getting together to join in discussions about community projects.
People having a voice and agency in their own livelihood. I think people who are engaged in their community, and people who are feeling happy and safe in their community.
People talking to each other on the street.
People telling council what they think should be done and council actually doing it
Phone calls
Pretty much what I said, nothing further. Communication and focusing on the things that I've said to focus on.
Proactive and information comes across quickly.
Productive citizens of society that contribute to the community without infringing on others
Promote an event, for example, fetes, that will engage the locals to come out and support.
Providing information in a timely manner.
Providing opportunities, hearing voices of everyone in the community.

Putting a proposal up, giving time for people to review it, them coming back with comments, people giving feedback. If there's any change and what's the way forward. Maybe an appeal process if we're still not happy with it.
Rate of attendance is high, action, and results
Rational, balanced debates on relevant issues, free of unmanaged conflicts of interest.
Reach a lot of people
Reaching out and giving me an easy accessible way to give feedback, probably online, and for me to be communicated to and that what I have said has been listened to or responded to.
Regular communication with the community.
Regular engagement. Not like a month before council elections. But regularly throughout the year. Through all the formats mentioned before. But letterbox are good as they are more likely to receive it by that method.
Residents feeling like they are heard by the council and influence council decisions.
Responding to the community and doing something at a council meeting
Ring me up is pretty efficient. Every time there's any kind of fair or farmer's market, have a stall there with somebody to take down ideas in an ideas book because children's ideas are good too.
Running a follow up program in regards to an initial community engagement.
Saving money on hiring outside consultants before engaging with the community.
See people happily engaging and walking along with smiles and saying hello to shopkeepers.
Seeing more positive feedback
Send out an A4 information circular to every letterbox and then you can go online and give your feedback electronically and they get your registration of interest and can keep you informed via email updates.
Some sort of communication, a letter sent out or something like that.
Someone who is prepared to listen, respond and in that response address why they have or haven't actioned any ideas put forward.
Successful communication to get responses
Successful community and happy people smiling
Successful community engagement is where you have sport that elderly and the young can participate in and look after the sports clubs.
Successful engagement that is inclusive, takes into consideration peoples working life, and engagement where people think and believe their voice and concerns are properly acknowledged
Supply a list of possible projects. They survey all the residents for their opinions on them. Residents participating in those projects.
Taking information, processing it, and actually seeing results. Actually seeing what was said by the community translated into action.
Taking on a range of views from rate payers who live in the Darebin council area and using that information to make decisions, because they currently consult, but this does not affect decisions. Consulting is just a process they undertake
Taking the time to talk to the community in various ways, both the community coming to council and council coming to community. Listening to what the community says and acting on that
Talking to people, and actually listening, listen to the silent majority, not the vocal minority
Telephone calls, letters, emails, the community paper.
Telling us the truth and not trying to hide anything. Being upfront and honest.
That everyone's voice gets heard and that meaningful action is taken.
That input from customers has an impact



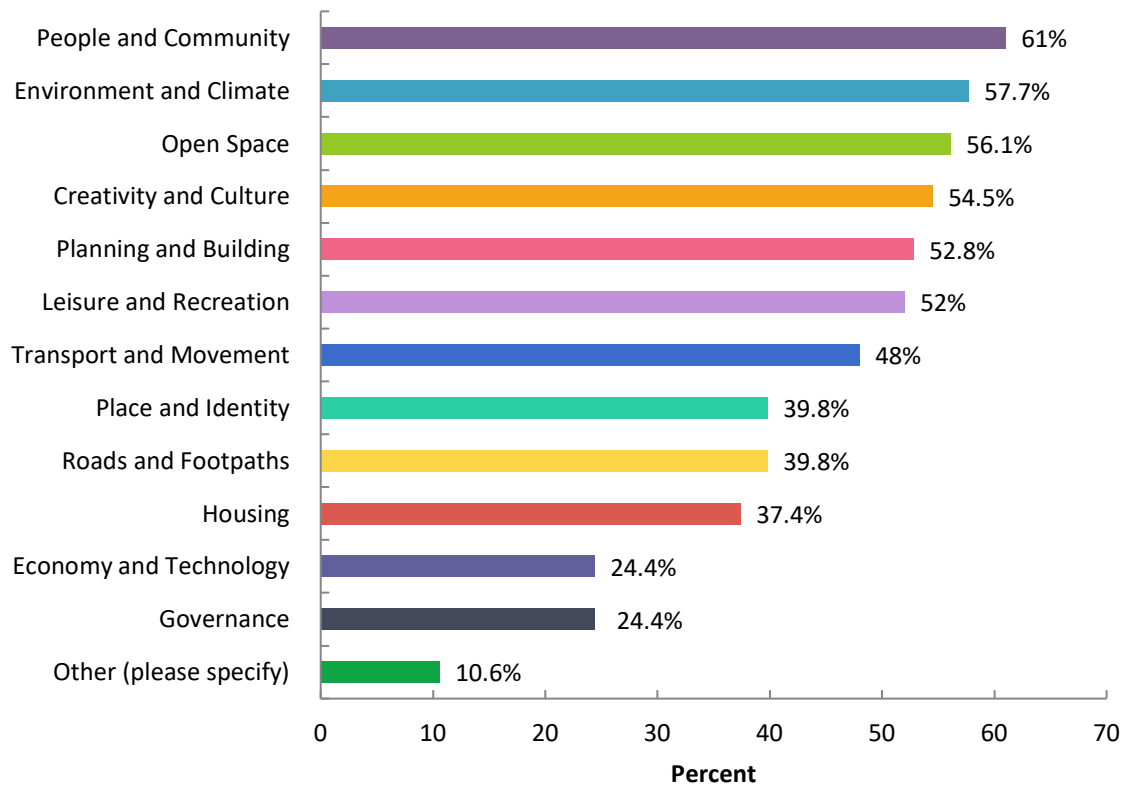
That it's genuine, that the consultation isn't based on preconceived outcomes. That the voices of the people are heard, and that people's concerns are heard and acted on.
That you have managed to connect with a wide range of people in the community, you collect feedback and act on the data you get. You need to also talk to experts because some people in the community don't do the right thing.
That you've reached out to those that are hard to get to, and they don't normally provide a voice.
The community coming together at parties and the neighbours getting together
The community need to be notified on many levels. Including door knocking to make sure people have heard about what they are consulting on. People need to be aware of community consultation and council needs to make more of an effort to make sure community know about consultations.
The community where everybody gets along and there is understanding and respect.
The council addressing the problems the community brings forward, even if it means the community affected sometimes helps raising the funds.
The council developing several options, (e.g. traffic management plans) and then engaging directly with the community involved and taking their feedback on board, so it's a feedback loop and can get refined by the community.
The council to take notice of views of the residents.
The process of the engagement would be more along a consensus rather than voting. To have a dialogue and creative discussion held in the community.
The process would have looked like it was before.
The way it is now is OK
They ask me what I would like to see happen in the Darebin area and stop building townhouses and units.
They could send out something in the mail to us for feedback. Or basically if you rang them about something they could then ask if I wanted to engage in conversation about something.
They have to be able to get that information out to the community, a lot of times you don't hear it unless you hear about what's happening in the neighbourhood. We don't have a say in that, and it could have an impact on us.
They know what's happening in the community and when
They need to communicate succinctly and clearly on the things that matter to their community in a timely way that enables community input and feedback where appropriate.
They provide opportunities for feedback and report back on their response to that feedback and how it was used and how it influenced decisions
They should be good community Hub, update market and contemporary, more cafes and arts. Some vibes to keep people here and do something about the empty shops.
They would send out online information, then people can give feedback. To give reflection and send back feedback. Make it more easier like through a smart phone.
Things being done, like the roads being fixed
This sort of feedback we're doing now
Those that wish to participate can be heard. That decision makers are informed of the different viewpoints.
Tidy unobstructed clear roads
Timeliness, transparency, and accessibility.
To be open so people can speak to the correct people about what ever they want to discuss. Direct engagement.
To be able to hear what they're offering, then be able to offer our views if possible.
To feedback to council to be incorporated and how it would be used.
To have an outcome.

To see developments actually happening.
Tolerance. Not to the point of being out of control political correctness
Topics aren't fed to the community, the community raises the questions that are then answered through council
Transparency, clear communication and community feedback and consultation
Using a range of tools, an emphasis on interpersonal contact, genuine interpersonal engagement with residents, elected officials and paid constituents of the council having strong relationships with the community, having access to these sorts of people.
Valid and practical information
We know what's going on
Welcoming suburbs and more clean.
Well I guess they just involve you in different decisions
What the people want to happen
What would be great is face-to-face door knocking to find out what the community wants because when it's online or digital nothing happens. They need to actually speak to people.
When all ages can benefit from the council, the very young and the elderly. There's barriers in multicultural groups, so getting through those barriers would be good (groups for ethnic minorities for example)
When all the views of the community have been taken into account, and a decision has been made.
When counsellors acknowledge what community feedback they have incorporated.
When engagement is actually meaningful, and you're not having to deal with people that simply want to remind you that they're just doing their job. It depends on the people in council. It's about council having a set of principles that their public servant subscribe to, and having people being there to assist the community genuinely. Council have to be prepared to listen to the feedback and do something about it. And not do it when there is an upcoming election, to look like they are doing something
When everyone contributes and not just 1 or 2 people who are vocal.
When everyone gets along together
When everyone is on the same page about everything going on.
When everyone's happy, everyone knows what's going on
When lots of different people have opportunity to contribute.
When people are openly discussing people feedback, and positive reviews
When people feel they have had an input. Feel like they have been listened to and feel like their views have been considered.
When someone sends in an application or survey I would like a way for someone who wanted to be called back for a follow up to be asked why did you give this answer, why did you want that instead of it just being ignored.
When the community is aware of something, they're given the opportunity for feedback. The council uses those resources to make the best decision they can.
When the community is informed and projects actually benefit from that feedback
When the community is well-informed and have their say on what is going to happen
When the community is well-informed and have their say on what is going to happen.
When the neighbourhood speaks together and know about what's going on in the area.
When there's a buzz of activity where people in the community are attracted to it. So excitement in the community.
When they involve the whole community and make it more inclusive of various cultures and so on
When you are able to voice and be able to say things that the community will understand, make it relevant to the people you're trying to get across too.



When you do go to the parks and gardens you see a variety of cultures and people coming together, enjoying what Darebin has to offer.
When you see positive things getting done around the place, and there is change.
Where a broad cross-section of people are consulted in the early part of any planning processes and the outcome that's achieved satisfies most of the community
Where barriers are broken between different culture. So everyone is on the same page. As I feel not many people understand what is going on. Information is not getting out to different parts of the community.
Where communities are engaged in a timely manner; As in, giving them enough lead time to be engaged on particular projects that would impact them quite directly or largely. For example, in my experience, changing the street parking arrangements. The engagement there was quite low to non-existent, and a bit too late. It should have been more up front.
Where everyone has a say and what works for the community, with input from the community
Where people feel like they can approach council and be heard about issues
Where the feedback is considered and not just given token acknowledgement.
Where the majority of people in the suburb are comfortable with the end result.
Where the projects are discussed clearly and concisely, and where the decision making process is open and transparent to the public.
Where you inform people what you are doing and communicate well and hear what is being said.
Whether the community has a voice and whether what the community discusses are taken on board.
Which we can have a say in what happens in our environment and that we can contact them easily. We don't have to have internet to have that information given to us, we could have it via mail or attached to the rates.
Wide consultation, negotiation and participation and transparency too.
Wide cross section of people
Widespread and consulted.
Working all together to improve the local area.
Working with the community in the Darebin city to hear out some of the ways they can improve the quality of life, and working with them to produce projects to make that happen.
Written surveys, where you can read the questions yourself and answer how you see fit.

## Which of the following topics would you most likely participate in?



Value	Percent	Count
People and Community	61.0%	75
Environment and Climate	57.7%	71
Open Space	56.1%	69
Creativity and Culture	54.5%	67
Planning and Building	52.8%	65
Leisure and Recreation	52.0%	64
Transport and Movement	48.0%	59
Place and Identity	39.8%	49
Roads and Footpaths	39.8%	49
Housing	37.4%	46
Economy and Technology	24.4%	30
Governance	24.4%	30
Other (please specify)	10.6%	13
Totals		123

The three topics the survey respondents indicated that they would most likely participate in were 'People and Community', 'Environment and Climate' and 'Open Space'. However, it should be noted that half of the respondents also indicated that they would be likely to participate in 'Creativity and Culture', 'Planning and Building' and 'Leisure and Recreation'.

In contrast, the three topics the respondents indicated that they would least likely participate in were 'Governance', 'Economy and Technology' and 'Housing'.

Respondents who chose 'Other' indicated the following topics that they would participate in:

Other (please specify)	Count
Bike paths and cycling	1
Community safety, the bigger issues such as lobbying State and Federal Government connect services to continue the discussion. Accessibility - advocate for public transport	1
Cycling infrastructure	1
Everything	1
Faith Representation	1
Health and everything	1
Health, Social isolation	1
No response	1
Preston Market	1
Such weird categories	1
nothing listed	1
Municipal Public Health and Wellbeing Planning	1
services for aged care - anything related to this topic	1
Totals	13

### Community engagement activities

- Consultation sessions and online community leaders workshop:
  - Transport and Movement
  - Planning and Building
  - Roads and Footpaths
  - Urban development and planning
  - Accessibility in the main issue, not only wheel-chairs – pram, ageing mobility devices
  - Projects that will be used by the community
  - Art programs – consulted with refugees if intended for those people?

- We need look at all communities at one family based on humanity more than politics
- Also include the voices of Children, WE ALWAYS FORGET our youth and children
- Women's Health
- Council needs to get out to markets, festivals, events and ask people
- Projects that will ultimately be used by community members
- Multicultural and Multi-faith
- Urban development and planning
- Anything that has a direct on residents.
- CALD
- Health and well being
- Interculturalism matters
- Refugees and Koori communities
- Accessibility
- Transport
- Young families, look after the young
- Young people workshops:
  - Sports (x4)
  - Helping the homeless
  - Disability
  - Education (x3)
  - Protesting
  - Politics
  - Australia Day
  - Anzac Day
  - Racism
  - Discrimination
  - Religion
  - Race
  - Life
  - Mental health (x3)
  - Road safety
  - Coding/ Programming
  - Youth group
  - Gender equality
  - Queer events/ LGBTIQ+
  - Games
  - Music/ Music Festivals and events
  - Food (x2)
  - Job training – like the barista course at the Youth Hub
  - Gaming groups
  - Socialising/ learning social skills
  - Educational workshops
  - Cooking (x2)
  - Photography
  - Gender/ sexuality information sessions
  - Fighting against stigma
  - Gender roles
  - Indigenous identity
  - Youth groups/ drop-ins
  - Equality for LGBTIQ+ rights

- Children workshops: the question asked at the children workshops was asked a bit differently but from their responses, the following topics seemed to be of interest to them:
  - swimming pools
  - water parks
  - libraries
  - playgrounds
  - rubbish bins to keep the area tidy

### Telephone surveys

The 381 telephone survey respondents indicated that they would most likely participate in the following topics.

Some common themes from the responses include:

- Parks
- Parking
- Development
- Transport and traffic
- Environment
- Safety

About LGBTQ
Access to technology for elderly and disadvantaged, broadband used to be shocking and expensive, people need to know you can access it at the library, public transport.
Accessibility and disability, food systems and nutrition, low income access
Accessibility, the parks, environmental aims and strategies (including moving towards a carbon neutral Darebin).
Activities in the neighbourhood parks, hard rubbish days
Age and disability, Health, Safety
Aged access to community facilities. Disabled access, promotion of the shire and shopping centres.
Aged care facilities, Health care, Community participation.
Aged-care.
Animal welfare, elderly citizens and community housing.
Arts and culture, parks, that's it
Arts and culture, youth, safety
Arts Funding. Housing and Development. Community Festivals.
Better customer service, better communication
Bicycle lanes and access, green space use or management, and community activities
Bike parks, Preston Market, Edward lake.
Bike Parks.
Bike paths, closure of the golf course.
Bringing back people on the streets
Building and construction, facilities in the parks and gardens and industrial areas.
Building developments like units, parking, and bike lanes.
Cat curfew, retaining Preston market, restricting building activities
Changes to parks and green areas.
Cleanliness, building code, community surrounds

Climate change action, Proposed building and road works, Proposed law, bi-law changes for example parking restrictions etc.
Climate change, development of parks, parkland, libraries
Climate change, Refugees, Family violence.
Collecting rubbish, doing the roads, and looking after the streets
Community art, garden projects
Community engagement. Markets or festivals.
Community events and festivals, future planning developments and parks and gardens and urban planning
Community events, community sporting events, Preston market
Community facilities, the Preston market, and local community sports.
Community issues in general
Community safety. Preston Market with the community spirit. At council election that the nominees don't advertise whether they are for or against Australia Day.
Community spaces for example shared community gardens. Development plans and Environmental issues and solutions i.e. solar panels.
Community sporting clubs. Anything to do with breaking down cultural barriers for people.
Community sports equipment, playgrounds, community pathway on Darebin creek east side, both sides of creek, townhouses, not enough parking
Community sports specifically around children, parks, Edward's lake, smaller surrounding community parks.
Conditions of footpaths, being partially blind I find those particularly difficult. Ratepayers to be aware that fruit that drops on the footpath is particularly dangerous.
Council Rates, Public Transport.
Crime rate, the safety of children, privacy in schools
Crime, support for the elderly, and support for young children
Cultural diversity, spirituality and making people feel welcome.
Cycle paths, parks and play equipment, environmental concerns
Cycling paths, transport related issues, parks and gardens
Cyclist
Decisions about parking. For example charging you to park out front of your home. Big changes like what the council provides and more information on big changes.
Developing open spaces, parklands, and sporting facilities, reducing high-rises that are popping up everywhere, developing shopping strips like High Street into more vibrant open spaces, there are some empty shop fronts that I would like to know what the Council are doing to fill up.
Development around the Town-Hall. Rebuilding and renovations to the town-hall. Development of the Preston business district.
Development as in planning development, council services, sustainability
Development in suburbs, maintenance and increase of green spaces, parks and protecting Preston market
Development issues.
Development of land and public space, arts program, Preston market redevelopment
Development of parks and green spaces, public transport, cycle paths shared routes
Development of the Merri Creek area, Major construction.
Development of the new areas and not being over crowded.
Development proposal, parkland, transport

Development, infrastructure, sustainability
Development, park lands, schools
Development, particular where there are smaller streets where new houses are going up.
Environmental sustainability. Public transport
Development, services in the area, environmental.
Development, traffic and traffic management, events
Development, traffic, and maintenance issues
Development, traffic, community events
Development, Traffic.
Development. Housing development. Preston Market proposed redevelopment. Business support or development. For people in new businesses which supports the community.
Development. How it benefits or hinders community wellbeing and encroaches on space. To talk about more beautifying the streets and activity centres. Council could actively do things to make streets look nicer. Maintain streets to look nicer. Install new footpaths and street trees. Generally make the streets cleaner safer and nicer. To talk about more green open space for families. To create more parks and build more and better activity, play equipment for kids and family. Maintenance in keeping our parks nice so we can use them. As well as looking at areas where they can create new parks. That includes also dog parks. People with dogs might like enclosed dog parks.
Development. Rezoning, redevelopment of areas into high density housing, changes to road infrastructure. Facilities for seniors. More like access to public facilities, shops. To have a community centre or hub.
Dispute resolutions, rates, and transparency of costs.
Dog paths
Educating community on Aboriginal culture and heritage in the area, litter collection, recycling and recycling centre, parking in residential areas
Education and the arts, environment and green spaces
Education on Australian day knowledge.
Education, health and environment.
Education, health care, homelessness
Education, roads, health
Educational, parking
Elderly community issues. Community workshops hosted by the elderly for younger people
Entertainment, busking to be allowed
Environment, access to council facilities
Environment, disability, inclusion
Environment, education and the arts
Environment, feedback about anything that's going to be built or not built and how we can continue to make Darebin greener.
Environment, housing, planning, cultural diversity
Environment, road safety, and education.
Environment, sustainability, Preston market.
Environmental management, parkland management and traffic control, including parking.
Environmental, local impact, roads, rates, rubbish.
Environmentally friendly efforts within the community, art and artist spaces and collectives, disability access and help for people that need it

Equitable use of green space, equitable use of facilities for all members of the community and for the council to stop involving themselves on issues that they want to get involved in. Collecting more rubbish, reducing rates and managing potholes, so I can safely drive on the roads.
Experiences with the council, building regulations, rubbish collections, pruning trees
Facilities, Recreation, Community health
Family activities, for example festivities for families with younger kids. The public facilities in the area.
Family violence and violence against women . More awareness in the community. First Nation People (Aboriginal and Torres Strait islanders. ) The reconciliation plan. The way Darebin Council recognise Aboriginal and Torres strait islander in the community. That their voices are heard. Green spaces. New parks. Utilising more of green spaces for outdoor events.
Family-orientation, places where we can get family together for gatherings to promote other families to come to our area with different things to see or different things to do, the environment, ways that we could recycle better and improve the local area
Financial, budget, future developments.
Fixing the speeding limits on some streets, fix Keon park train station. More shops
Fixtures for the roads and footpaths, More police, take a pay cut ( the council receives funds for electricity bills yet no changes to costs, it just keeps increasing).
Footpaths, aged care
Footpaths, dog park, schools
Footpaths, speed humps.
Footpaths.
Future plans, engaging the older community and public transport.
Gardens, feedback on projects, community spaces
Gay and lesbian issues, improving parkland and community areas.
General access to amenities, education opportunities and infrastructural development.
Grants, doing more environmental things in the community, the 3 Rs (rubbish, roads, rates)
Growth in the area and what facilities are available in the area.
Health of older people, asylum seekers and refugees, multicultural issues (more things in more languages, more intercultural activities, for indigenous people too).
Health, Accommodation for poorer parts of the community. Open spaces for sport and recreation
Health, education, general assistance
High density living, car parking (residential), walking and bike tracks
High rise apartments, street congestion.
High rise buildings.
High rise development building going up, something about park lands, traffic and parking
Homeless situation, sporting facilities, integration with public transportation
Hoons, Police Station. More commitment to clubs. Like Reservoir Bowling Club. As they wouldn't come to the party to pay for part of the fence.
Hospitality, new projects, recognising the indigenous more
Housing and development, schools, traffic
Housing development, community parks and gardens, community health services
Housing development, roads, education facilities.



Housing development, things or activities organised in the community.
Housing development, traffic flow, street maintenance.
Housing plans, green development, and cultural initiatives.
Housing, expansion of green areas, parks, gardens, expansion of services for LGBT community members.
How council spends money, education, refugee policies.
In terms of community involvement in decision making and how that takes place and put into play. The separation of powers between the council and State or Federal governments. The council can make decision unique to their locality and population rather than Victoria or Federal government saying you have to do this. For community lobby groups have places that are set up around council. It could be in a form of protest. Where people can share information on issues.
Inappropriate development, shop fronts, parks
Infrastructure, building, health, community activities.
Infrastructure, development, general planning.
Infrastructure, Environment, Parks
Infrastructure, roads, commercial, cultural
Infrastructure. Friendliness. Clean
Integration of multicultural people into the community, rates are expensive.
Landscaping, that's about it.
Level crossing removal, the green spaces around that, playgrounds and family facilities
Libraries, gyms, athletics, repairing of the roads, amount of parking
Library, events
Local business. To cut the red tape on restrictions. Have to jump too many hoops to open their doors . When government has told them to close their doors. That businesses should reserve the right on whether or not to open without medical exemptions.
Local information on anything special that is happening, train services
Local law enforcement on weekends, bike paths, park lands
Local parks and recreational facilities, child care and schools.
Maintaining the area so it looks nice, roads, footpaths
Major development, infrastructure, commercial and community policies, Community events
Making sure that any future policies or any current policies do not infringe on an individual's freedom and civil liberty in any way whatsoever and that one individual doesn't have to carry another individual for their incompetence or laziness
More activity for older people. Social groups getting to know people so people can get out and meet people of similar age. Meet and greet neighbours and people in street. Having open street. Putting performances on with music or movies.
More community engagement
More off lead dog areas, OHS.
More pedestrian access, Recycling repairs.
More public transport more frequently, fire prevention, entertainment for young people
Multicultural issues. More of an engagement in terms or multicultural. New facilities and planning for the area. Like with fitness and health with facilities and planning. Education. More to do with vocational education and up skilling of people who live in the area. More transferable skills.
Music, the cultural art scene, dog parks

My community electricity generation project. Local regenerative farming. Urban forest or greening project.
Neighbourhoods, leisure, library
New facilities in the neighbourhood, having a say
New railway line
Newsletters need to be more reliable. I don't get them all the time. Make sure posted things are actually getting there.
Over development, Recreations and Parking.
Parking for the disabled.
Parking locally, dumping of rubbish around neighbourhood, council pick up of rubbish
Parking, community garden groups, elderly issues
Parking, Public Transport and Traffic signage.
Parking, Safety, Different restaurants
Parking, walking paths, bike lanes
Parklands like playgrounds and stuff, roads and transport, environment.
Parklands, public transport, safety (street lighting, for example)
Parks and gardens and community facilities.
Parks and gardens, community related, roads and drainage
Parks and green spaces, schools
Parks and public amenities and roads
Parks and recreations, development and public transport
Parks, access to healthcare
Parks, bike paths and public facilities
Parks, bike paths, recreation centres(fitness)
Parks, garden maintenance and road surfaces
Parks, gardens and roads
Parks, high rise approvals, parking
Parks, roads, footpaths
Parks, street scapes and libraries
Parks. Edward's lake is always messy after the weekend.
Planning and development, road maintenance, car parking
Planning such as railway or parkland, Garbage disposable, community services
Planning, community faces, sustainability.
Planning, Developments, Recreation facilities.
Police, roads, and housing.
Pool, Cat curfew, buses
Preston market, local parking issues, maintenance and removal of trees that are of no significance to the area.
Preston market, parking (particularly around the train stations) and tram stops
Property development, Sporting facilities, Preston Market.
Property development, traffic congestion and family space. Community sporting facilities too.
Proposed space under the train-lines, inappropriate building development, and the lack of green space around those buildings
Public infrastructure, public spaces, community outreach.

Public transport
Public transport access
Public transport in particular extending train line on Gilbert Road, Parking and new stores opening up in the area.
Public transport, anything to do with the development of Preston market, public housing
Public transport, bike paths and community spaces (i.e community gardens etc).
Public transport, cycling facilities, parks
Public transport, environment, parking.
Public transport, infrastructural changes and community services.
Public Transport, Mental Health Services, Arts and Culture
Public transport, Merry Creek (and community ideas or council groups about improving the creek), community events like fundraisers or others that fly under the radar.
Public transport, outdoor space, services for the elderly.
Public transport, parking, community activities
Public Transport, parks and the roads.
Public transport, Preston Market and education.
Public transport, public housing, the Market
Public transport, Road changes and Promotional council offerings.
Public transport, roads, and footpaths.
Public transport, roads, community spaces
Public transport, roads, public and community services (in relation to, for example, elderly people)
Public transport, services that are required, and change to environments such as where the roads are being blocked off and the bridges that are being built.
Public transport, the health system, the shopping centre (Woolworths, Aldi, Coles).
Public transport.
Public transport. I prefer to have the tram come down all the way to Reservoir. Also, fix the lights at the Reservoir stations.
Public transport. Infrastructure, Park lands.
Racial issues, equity issues (in terms of access to counsellors or to healthcare or information about your area), GLBTI issues
Rates, aged care and infrastructure.
Rates, waste collection, expenditure
Recycling to be done more locally. Public transport and ways to improve it. Affordable housing in the area.
Recycling, public transport, road management
Recycling, sustainability, green energy
Recycling, what is being done to recycle our waste, how can we make better use of the existing services.
Re-greening urban areas, cycle paths, improvement in carbon reduction.
Residential and commercial development, road plans, development of public exercise facilities
Road fixtures, traffic, access to street blockages.
Road works, big local developments, and footpath maintenance.
Roads

Roads and footpaths, alteration to proposed uses of land, once the council wanted to change the zoning of a park so that they could subdivide it and sell it but they allowed residents to object and the plan the council had was shelved, so a consultative process, building permit applications where proposed plans will be inconsistent with the character of the area (monstrosities being built up to 90% of the available land area and impose the houses beside them
Roads and footpaths, there are lots of areas around Reservoir that haven't been touched for years.
Roads and footpaths, train station parking safety, school locations in the area, process of enrollment especially for new mums (e.g. kinder fees, council applications of enrollment etc).
Roads and infrastructure, parking and high rise developments
Roads, Building Planning and Community spaces.
Roads, changes to road structures, one way streets, buildings, housing density in Darebin, parks and recreation.
Roads, footpaths, parking and car spaces.
Roads, Leisure Centre
Roads, Railway crossings
Roads, rates, rubbish
Roads, schools, cycling
Roads, Transport
Roadworks traffic management, community engagements, mutual council, community expectations
Rubbish collection for hard waste collection to be improved. More of them only get one a year. Improving the nature strip planting. For example at Westgarth they have done a bit of planting and the last block before it changes suburbs, there is nothing . They just stopped. As it is not near the shops. The traffic. To have restrictions, to have less traffic.
Rubbish collection, parking gardens, libraries and parking at local malls, developments
Rubbish collection, road works, car parking in shopping areas
Rubbish, Property development, roads.
Safe walkable healthy community
Safety and crime prevention, parks and outdoor spaces, Community services and programmes.
Safety and wellbeing of the elderly and the young, and what progress the council will make. What are the benefits for the elderly citizens that we can tap into.
Safety concerns. As in just general safety. Licensed premises or liquor outlets . Reducing the number of liquor outlets. Clearer communication with works that councils owns like ovals and parks.
Safety in the community, service in the community, building new projects
Safety plans, more street lights and security cameras, road improvement, engaging the elderly who have English as a second language.
Safety, rates charges, business owner feedback.
Safety, the greening of the suburbs, water management
Safety, traffic management, inclusiveness
Safety, up and coming projects, beautifying Darebin as a whole
Schools, parks, daycares
Schools, Shopping centres, Elderly care.
Schools, transport, building projects

Seniors, cultures, development
Service, recreation services, services for older people, libraries, roads and rubbish
Services for the elderly, undesirables in the area, safety
Small business, community housing, parking around the shopping Precinct
Social housing, housing development, recycling services.
Special needs, more facilities they can socialize make friends maybe a local footy match
Sport and leisure master plans and facilities
Sporting facilities. For junior AFL. Family support services. Maternal childcare health, mental health for young people. Environmentally friendly energy saving measures for households.
Sports and recreation, engagement
Sports in the community
Subdivisions, Open Space, Bike facilities.
Sustainability and energy efficiency and what can be done to stop relying in fossil fuels in the future.
Sustainability topics, community groups, parents groups.
Sustainability, cultural inclusion, and infrastructure.
Sustainability, Environment, Developments.
Sustainability, Growth and Arts Festivals.
Technology, public events and public spaces (parks, art)
The council By Laws with any changes they make with their laws. Development. If there is a development happening in the immediate neighbourhood. That they actually contact you and you don't have to walk pass the development site. Have appropriate development. Some of the development has been ridiculous as it has been too big, too high, no parking spaces and destroys the area and ambiance of what people want to live in. Uses of public spaces and places eg boarding facilities, parkland.
The environment and sustainability, infrastructure, roads, paths, parks, gardens, community services anything related to health, aged care, family services.
The library, footpaths, recreational facilities (for young people)
The market, the rates, safety and security
The overhead rails, the Preston markets, child friendly play stations
The parks master plan and space, as in the green space and kid places. Community transportation as in roads, and parking strategy.
The planting for the streets and the suburb, future roadworks and infrastructure works, aged care.
The Preston Market, parks and public transport.
The Preston Market, the gardens and environment issues.
The program for the household energy. More programs because of aging population. So more programs for older people. Maybe learning more like on technology and recreational exercise programs.
The Reservoir rest center, pool and gym, waste collection, parks and reserves, green spaces
The types of different community groups they have, parks, sometimes they focus on some parks more than others.
The upgrade of the Northcote aquatic and recreation center (already given some feedback), the bike lanes issue, parking around train stations
The upkeep and maintenance of roads and footpaths, the railway overpass, level crossings, mainly in regards to traffic in peak hours, public transport.

The use of the Northcote golf course, traffic management on St Georges rd, and The Meri creek park lands
The war on motorists. The cat curfew and the council meddling in things they are not wanted in.
They focus too much on identity politics. They should drop that all together. They focus too much on foreign issues and refugees
Tidy up the roads and improve hospitality.
To lower the rates. Hard rubbish to have more than one day including building materials.
Town planning. Arts, Civic works.
Traffic and parking conditions, the gym, community classes
Traffic and parking management, availability of parkland and building code
Traffic and parking, parks and recreational spaces, new building developments
Traffic calming and parking, parks and gardens, Food Darebin
Traffic calming, parks and playgrounds, public transport
Traffic conditions in the area, information re upgrades and community discussions, too many vacant shops in High Street. Upgrading parks in the area.
Traffic management including parking, sporting facilities, pet management (dog poo collection)
Traffic management, parking, development
Traffic management, parking, development
Traffic management, urban development, parks and recreation.
Traffic structure and Inclusive access to parks.
Traffic, Recycling, Parkland development
Traffic, the amount of buildings going up, houses being knocked down, shops closer to houses
Traffic, the green wedges and Darebin Creek, Solar
Traffic, the political nature of council, community group support
Traffic, Waste collection, Community sport
Transport changes, building of roads and new community facilities.
Transport is very important
Transport problems and access to public transport, Sub-division
Transport safety, vibrancy of the shopping centres, open spaces
Transport, Health, Littering
Transport, Parks and Gardens, Projects for the elderly
Transport, rates
Transport, recreational facilities, family services
Transport, road infrastructure, upgrading sporting facility and parks
Transport, roads
Transport, Roads, Safety.
Transportation, public facilities, council cleanliness
Units in the streets, there are too many units going up.
Units, there are too many of them.
Unnecessary removal of street trees. More open space for general recreation. Council starts participating financially in setting up the park land that is available and not leasing it to a private company but to operate a viable profitable community business whether it be

Cafe, Sports Centre, Park Centre , Sculpture park. Utilise it economically and benefit to all.
Updating information more regularly
Urban planning, economic development issues
Use of privatised place where they take the rubbish too. As they leave rubbish bins on the road after collection.
Use of technology in the community, renewable energy, sport
Vaccination, information about what's going on with the train line, kids playgrounds
Whatever is relevant at the time.
What's happening in the suburbs, infrastructure
Where the money is going before they start projects. Area around the railway line to make it safe for the elderly and the young. The sport being played in our area and to be informed on what sports are available to go and watch and participate.
Work advertisements, informing the residents of Darebin about projects that would offset people's carbon footprint, and reinstate projects that were taken without purpose
Working with disadvantage families in Darebin, L to P programme, DRARS
Youth engagement, safety, elderly residents issues

## Do you have any other comments?

The following other verbatim comments were received from the survey respondents who completed hardcopy or online surveys. Some of the comments received were not in relation to the proposed Community Engagement Policy but were about specific requests or concerns about areas of Council responsibility or services.

### Response

DCC has a reputation for very poor engagement. There is a great sense of discontentment in the community about the motives of Councillors so it is important that there be a complete review of current engagement practices with widespread input from the community across many different channels to engage widespread opportunities for community input.

It's well documented that the breakdown of home owners and renters is about 50/50 in the northern suburbs of Darebin. Given that renters are generally less inclined to be engaged with community issues, wondering how Council can address this issue?

when surveys are done, results should be published stating what percentage was in for and against

The final policy should be posted on the council website and with all forms of engagement. Missing is the process of asking questions at General Council meetings as a means of community engagement.

Survey put out by council should be restricted to residents, local traders and ratepayers ONLY. These surveys are in the public domain where anyone can access and can be hijacked by interests groups that have no association or real interest in Darebin.



Just to repeat that I think many people would like to participate in influencing council planning/ policy and decision making, but the avenues to know about e.g. surveys/ consultations need to be broader and not rely on social media.

Love the work of Darebin - keep it up

I find it hard to participate in community engagement - often I don't get the message that it's happening and I don't feel as though it would make a difference what my input was. If the engagements were more broadly advertised and I knew about them and I could get to them in my own time and not have to attend a particular day at a particular time that would be helpful to me.

Thanks Darebin for doing a good job! Access and Inclusion with focus on Diversity is the driver of change and we need to cater to our rapidly evolving demographics

The draft policy has some serious problems - the language used is inappropriate and very much is contrary to what the policy is attempting to do. the Policy itself is a major barrier to engagement - technical words, sentences that really do not make sense, and although I am familiar with IAP2 the policy relies too much on people understanding this approach. People with disabilities, other languages etc I believe would not find any of this accessible. it needs to be in plain English and appealing for community.

What a strange list. We'd like to hear about anything big you are going to change

I feel that to be fully inclusive, we need more effort on how we connect with our engagement. It is very reliant on household mailouts which is costly to Council. We need to do more to get residents connected to a 'YourSay' website or app, email and social media to ensure there is the awareness to be able to engage in projects. Even with social media, investing in Facebook advertising to push for engagement on projects. I think then we need our YourSay website to be more capable of being more engaging and interactive for the community. I think we can do more with webinar/video conferencing sessions, online surveys as people are time poor and want to make it easier to engage with local community projects and initiatives.

Well done for creating these opportunities and initiatives.

Darebin has a diverse range of people with a diverse range of experience, skills and knowledge. use this diversity instead of paying consultants huge fees.

Would like to see more diverse voices across socials and diverse peoples representing council.

As above there should be a minimum target set for engagement on projects.



Darebin City Council is well positioned as a leader in local government and a key body to uniting the voices of community and organisations across the LGA. In summary, the draft policy could:

1. Strengthen the value and emphasis on partnerships and collaboration such as with community health organisations.

2. More clearly articulate how the engagement principles will be put into practice (such as through the use of procedures and supporting documents).

3. Include measurable targets and outcomes, identifying how you will be able to capture if the engagement principles have been considered/achieved.

4. Articulate how equity and representation will be ensured through consultation (including specific representation)
5. Support a more streamlined and consistent approach to community engagement and data collection across the LGA to support catchment wide planning.

6. Ensure consistency in engagements and decision making in particular where Deliberative Engagement has been identified (through the use of a network or community of practice).

Your Community Health (YCH) is not only a valued local health service provider, but also a key stakeholder in understanding the needs of the community. YCH have been working with the people in Darebin for over 40 years, and are well positioned to support engagement and understand the needs of some of the most at risk people in our community. From an equity perspective, YCH could be a gateway to engagement with community members. When circumstances require deliberative engagement (MPHWP, Community Vision), it would be valuable to see Council formalise this process, including articulating planning timelines and a more streamlined method for planning and engagement with community stakeholders region. Thus reducing duplications and strengthening the quality of engagement. This would also align with the legislative requirement of Council under the Public Health and Wellbeing Act 2008 which outlines MPHWP requirements and Councils need to:

- a) Involve the people from the local community in the development of their plan and
- b) Outline how they will work in partnership with other agencies undertaking public health initiatives to accomplish goals/strategies.

I really love living in Alphington. The pandemic brought out a sense of connection and community that had not always been evident. For example, letters were posted on the window of our local milk bar, with stories of how people were going. I collected them all. It was organised by the local community centre, but it reminded me how powerful small things can be. I would love to hear more about the people in my area and what's important to them.

No, everything is covered

Ability to respond to projects positively

Clean up Breavington Way - Hoons -Speed - Noisy - Drugs - Late trading hours??

Love Council policy on trees

How can I provide unsolicited feedback and have it actioned upon? How to report illegal parking - lack of trust that feedback is effective

Would love to engage with the Council more. This is a great start and I appreciate that you are here trying today.

Emphasis on housing

More cleaner in the parks and toilet as more people are out in the parks, provide more cleaners

- Environment and Climate very important. - I would like to see a session on storm-water management - drainage into wetlands and Edwardes Lake. - Fewer town houses - a limit of two per block - need to upgrade Edwardes and High street shopping precincts to keep up with rubbish /recycling info

- The governance of building/planning. Too many townhouses have developments on older single dwelling blocks - more garbage bins needed in Edwardes Lake Park -INCREASED POLICING OF LITTER AND WATER POLLUTION -Too many dogs off leads

I have found the Council to be unresponsive to email feedback so I hope this initiative changes that

Very keen on keeping Edwardes Lake Park clean and safe for the birds - particularly the swans.

I believe that as a community we should unite to create positive change in our community

Was extremely disappointed in lack of activity demonstrated when the Northcote Golf course matter to place and did not support the golf course. There is enough parkland around that area,.

Proposed funeral parlor on Gilbert Rd, Henty inappropriate position. Especially near the child care. Create havoc around the community. Not enough parking

Can you please have Council do something about traffic management along Spring street near Reservoir between Regent Street and Edwardes Street. Brought issue up last four years. Nothing has been done about it.

Proposed funeral parlor Gilbert/Henty! NOT agreeing with proposal! Next to child care - Busy street already for parking (sport field across the road) Does not suit specific location! Need soap in NEW toilets @ Edwardes Lake! Popular location and used toilets! COVID

Humanitarian initiatives

Nice work with inclusive language

Love living in Darebin. You guys are doing a great job.

Thanks

Using the library building for discussion groups

Suggestions on how to contact Council without harassment to Councillors.

Spaces for young adults or junior youth

Looking after neighbours - especially for the older persons is important too.

Public meditation spaces to cultivate a higher group awareness

Volunteers - we need strong volunteer network to strengthen engagement, and we need to reach people who usually participate and stir up the pot and bring their friends along. The loss of the local paper means loss of information to the community. Council needs to create groups to regularly meet and discuss issues and opportunities for the benefit of the community

Need more shaded areas in parks and gazebos

The following feedback and comments were received from Council staff members and community members via email:

The policy sets clear boundaries around values, roles and responsibilities in order to build community trust, strengthen relationships, and be accountable and representative in decision making.

'Our principles and commitment to the community' are goal orientated and embed the values of inclusion and responsiveness, that places people closer to the affairs of government.

Clarity in 'Our promise to the community' is key to enable good management of community expectations particularly regarding issues of, what will be done with the information sort, and the level of influence that information may have on the decision-making outcomes.

'Minimum standards of engagement' recognises the important contribution Traditional Owner, Aboriginal, and Torres Strait Islander peoples make toward nation building. Canvassing the diversity of this communities' views in a culturally safe manner and as a priority influence on decision making is essential to sustaining collaborative relationships

The five (5) step approach is a logical and easy-to-use structure to ensure our commitments are satisfied and engagement is undertaken in a considered, purposeful, and consistent way regardless of scale and/or legislated requirements

Reference is made to the Darebin Community Engagement Policy at glance document.

Minimum standards of Engagement model for the Aboriginal and Torres Islanders is beautifully crafted.

Elements such as first principles; views and guidance must be sought at the earliest;

Advice cannot be sought and then ignored; Decision making on key matters must be a partnership. The migrant standards engagement model on the other hand is superficial and does not contain the elements of Respect that the First nation community engagement model is oozing with. Need actions and not just words, need appreciation for multiculturalism. Conversations are needed at the libraries around culture, China and Confucious thought. Cross-cultural awareness needs to be increased. Language barriers and invisibility of information is one category of barrier. Second category is lack of civic engagement by migrants. Civic participation by migrants is extremely low. Migrants engage predominantly in cultural activities within their own communities.

Migrants function as guest workers and not as citizens engaged in the civic space.

We also need to challenge the unconscious narrative that in this indigenous land , British are insiders and migrants are outsiders invited as workers.

Thank you for reaching out about Community Engagement. I was involved in the Darebin Ethnic Communities Council back in the day but am still interested in how to boost community engagement.

I've always thought democracy and fostering a sense of pride and commitment to democracy on a community level is our best hope to create a bright and beautiful world for current and future generations. It is also the best hope humanity has in addressing some of the major issues we will face in the 21st century. The best way to do this is through practice, and (actually) empowering communities in their own governance. However, my Dad always told me to 'think global, act local'. So, here goes, for how I wish my local government would run:

As a local resident of Thornbury, I think it is a shame that I don't even know who the councillor representing my ward is, and that there is no genuine communication between my representative and the community. No emails. No office where I can pop in and discuss my concerns. No townhall meetings. No genuine platform in which my voice, or the voice of the community, is heard. No notifications of when or where council meetings are taking place, or what's on the agenda. No online referendums that are binding on how the ward representative votes in important council decisions.

My question to you is: how do we (council, as well as the community at large) truly begin to bring into life a form of direct democracy, one that represents the people - a government of, by and for the people?

I've really thought about this long and hard, and some of my conclusions have stemmed from some of the frustrations I have laid out above, and the gap that I feel exists between my local government and community, of which I am a member. So, for example, in terms of empowerment and engagement, here are some practical things which I believe - if I were to see in my own community - would deeply strengthen a sense of ownership in my local government and community:

- representatives who are beholden to no political party, but are genuinely local citizens, with deep and rich ties to their communities. People who have lived there for many years, raised families there, worked there, grown old there, etc.
- no financial hurdles for Independents from running, or promulgating their vision for the community
- regular communication and outreach to the community, harnessing the amazing technology we have today (like smartphones), to create apps that allow for the quick dissemination of information about upcoming votes, or major events that are taking place
- the use of this same technology to cast 'mini-referendums' on upcoming votes/issues, which are binding on councillors
- barring that, regular and compulsory town hall meetings, where councillors must come face to face with their communities, and 'face the music' over public matters during their duration in office
- these town hall meetings should also be an opportunity for any member of the community to come forward with any ideas they may have of benefit to the common good, and if taken up by the community, be championed by the councillor for that ward

- 'Democracy Appreciation Days', where council members and the community come together once a year, in front of the town hall, on the main high street of the community, to celebrate this 'Direct Democracy' in action
- a genuine engagement with primary and secondary schooling within the community, with the aim of fostering a sense of the child's upcoming civic duties as a citizen within, not only a democracy, but their local community as well

There is more to this, but I don't want to take up too much of your time. Also, please consider this not as a criticism, but the genuine thoughts and dreams of one of Darebin's local residents on the type of community they would love to see evolve and grow over the course of their lifetime.

I hope this finds you well, and thank you once again for your outreach to the community,

What are current plans for the new Community Engagement Policy? Is it a new policy or an update?

What has been tried previously?

In what areas of the Community is it initially planned to be used? Why?

What topics are initially planned to be covered? Why?

Will it give the feeling of inclusion and the opportunity to contribute? Or is it only one way?

Is the AIM to include all resident groups in the future? Each resident?

The communication itself needs to be brief and clear given the great variation in residents' English literacy.

Also variations in age, culture and educational opportunities .

There are many ways to communicate. Use as many as possible.

All statements need to be brief and clear. Targeted pictures are helpful.

NOTE: As a recipient of Council services I occasionally receive information sheets.

They are wordy and detailed. As I have an arts degree, I can understand them.

However most residents of my age have not had the opportunity to become very literate in English.

Communication needs to fit the recipient. Help by keeping the wording as brief as possible.

You have a problem connecting with all of the community - unless you are very active on social media you miss out. That is probably the basis for lack of inclusivity of all members of the Darebin Community. This needs to be addressed.