13.2   Endorse for public exhibition: Kiama Municipal Council draft Community Engagement Strategy

CSP Objective: Outcome 5.2: Governance is transparent and builds trust

CSP Strategy: 5.2.3 Engage with the community in meaningful dialogue and demonstrate how community participation is being used to inform decisions

Delivery Program: 5.2.3.1 Implement the Community Engagement Strategy.

Item 13.2

Summary

Kiama Municipal Council is committed to developing a culture of meaningful community engagement to achieve better and more sustainable outcomes for the municipality.

Council has re-drafted its Community Engagement Strategy as a practical framework for Council to engage with diverse voices across our community, businesses and other stakeholders in a meaningful and measurable way.

The Strategy will inform Council's renewed Community Engagement program, to make it easier for community and stakeholders to have a say about the issues that matter most.

The draft Strategy outlines the principles and processes for best-practice community engagement, in line with Council's Community Strategic Plan 2022 – 2032, and in accordance with legislative requirements.

Under Section 420A of the New South Wales Local Government Act 1993, Councils are required to establish and implement a Community Engagement Strategy for the purpose of engaging with the local community to support the development of all plans, policies, programs and key activities.

The draft strategy is a complete rework of previous strategies, with Kiama Council taking a fresh, co-design approach to developing this new draft.

The co-design process involved workshops and surveys with Council staff and stakeholders, reaching more than 1,000 people. This included Councillors and committees, as well as gathering community feedback with staff going out and speaking to community members in various locations and at events throughout our Municipality. Representatives of community groups in the Kiama area including the Precincts and Associations and Kiama High School students were also engaged.

Engagement with community on the draft strategy does not end at this point. During the exhibition process, staff will continue to gather feedback and actively engage with stakeholders including but not limited to youth, First Nations groups, the business community and more.

Please note: the draft survey is presented in a draft template, further graphic design may be applied for the finalised strategy.

Financial implication

Community Engagement Officer FTE role

Report of the Chief Executive Officer

13.2   Endorse for public exhibition: Kiama Municipal Council draft Community
         Engagement Strategy (cont)

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Risk implication

Risk of not having an updated strategy means we are falling short of community
expectations and Integrated Planning and Reporting requirements.

Policy

Nil

Consultation (internal)

Kiama Council staff – workshop (29 February) and survey

Kiama Councillors – briefing (29 February)

Kiama Council Executive Leadership Team – interviews (7-15 March)

Communication/Community engagement

Date	Description
29 February	Press release: "Growth and Community Engagement" on Council website, distributed to media lists, promoted via social media (copy attached to this report)
13-28 March	Community survey – online and paper versions (copy attached to this report)
13 March	Press release "Help shape our Community Engagement Strategy" – (survey launch) on Council website, distributed to media lists, promoted via social media (copy attached to this report)
13 March	Infrastructure & Liveability Committee – presentation and discussion
14 March	Flyers printed and handed out, and available at Council's Administration Centre and Libraries.
14-17 March	Council staff at Household Bulky Waste event engaging with community and handing out flyers
22 March	Community pop-ups in Kiama Downs
22 March	Meeting with Precincts and Associations (KAPA)
23 March	Community pop-ups in Minnamurra, Jamberoo, Gerringong, Gerroa
26 March	Sustainable Communities Committee – presentation and discussion
27 March	Community pop-up, stall at Kiama Farmers Market
2 April	Meeting with Kiama High School SRC students

Report of the Chief Executive Officer

13.2   Endorse for public exhibition: Kiama Municipal Council draft Community
          Engagement Strategy (cont)

Attachments

1   Community Engagement Strategy - draft⇩

2   Coucil update - CES survey launch - 13 March 2024⇩

3   Council update - growth and engagement - 29 February 2024⇩

4   Community engagement survey - March 2024⇩

Enclosures
Nil

RECOMMENDATION

That Council:

1.   Endorse the draft Community Engagement Strategy for public exhibition for a
       period of 28 days.

2.   Note if submissions are received during the exhibition period a further report,
       including an engagement report will be provided on any proposed amendments
       to the Strategy.

3.   Adopt the Community Engagement Strategy if no submissions are received, on
       the day after the completion of the public exhibition period.

Background

Under Section 420A of the New South Wales Local Government Act 1993, Councils
are required to establish and implement a Community Engagement Strategy for the
purpose of engaging with the local community to support the development of all plans,
policies, programs and key activities.

Kiama Council's current Community Engagement Strategy was endorsed in 2016.

According to the Integrated Planning & Reporting (IP&R) Guidelines supplied by the
NSW Office of Local Government, the Community Engagement Strategy should be
reviewed within 3 months of the local government elections, as part of the broader
review of the Community Strategic Plan.

Additionally, all councils are required to develop a Community Participation Plan under
the Environmental Protection Act & Regulation 2000. IP&R changes in 2021 enable
Council to combine the requirements of both legislation into a single document. (see
below under 'Community Participation Plan')

In May 2023, Kiama Council presented an updated draft Community Engagement
Strategy and Community Participation Plan, alongside other draft IP&R documents to
Council. These were endorsed and subsequently placed on exhibition. However, in
June 2023 Council staff withdrew the strategy, noting in the Council report for 29 June
item 7.3 Draft Community Engagement Strategy: *Feedback received from the
community about the Draft Community Engagement Strategy [and Community
Participation Plan] has been considered, including questions raised by Councillors,*

Report of the Chief Executive Officer

13.2   Endorse for public exhibition: Kiama Municipal Council draft Community
        Engagement Strategy (cont)

which sought for additional work to occur on the Community Engagement Strategy prior to it being adopted by Council. … It is intended for Council staff to take some additional time to refine and rework the strategy to address community feedback. It is an important document for Council and needs to reflect the future direction of the organisation. This will also enable further engagement to occur with both internal and external stakeholders. Our existing participation plans will remain in force until the new strategy is reported to Council, at a future Council meeting.

Community Participation Plan

Kiama Council's current Community Participation plan was endorsed in 2019. In 2023, a draft updated Community Participation Plan was presented then withdrawn with the draft Community Engagement Strategy, as noted above.

Council is currently redrafting and working through the legislative updates to our Community Participation Plan (CPP) and will conduct community consultation on the CPP as part of the development work on our Growth and Housing Strategy.

The updated CPP is being designed so it can form a discreet but aligned chapter of the Community Engagement Strategy, with the aim to merge the two in the post-local government election review of these documents.

Community Engagement Strategy – background

As part of Kiama Council's organisational restructure, and recognising the need for improved community engagement, Council appointed a dedicated Community Engagement Officer, who commenced in the role in January 2024.

In February 2024, Council launched its co-design process for re-drafting and updating the Community Engagement Strategy. This work was announced in line with the launch of another important community conversation on Growth and Housing.

In tying these two conversations together, Kiama Council was able to reach out and encourage every member of the community to actively participate in these pivotal conversations to shape the trajectory of Kiama's future.

"We're taking a fresh new direction, engaging with diverse voices alongside traditional stakeholders, ensuring we have a strategy that truly represents our community." (Claire Doble, Council's Communications and Engagement Manager)

To assist with this work, Council appointed community engagement experts Articulous, who helped run workshops and community pop-ups, aided the design of survey questions and have assisted in the development of the draft strategy.

In February and March, Kiama Council embarked on a series of co-design workshops, engaged internal and external stakeholders and reached out to community members to gather feedback to shape the updated Community Engagement Strategy.

At this stage of co-design, stakeholders and community members were encouraged to engage with Council staff via workshops, various pop-ups and to fill out our online survey. Around 1,000 community members and stakeholders were engaged, including nearly 250 responses to the public online survey. With a population of 23,000 in Kiama LGA, this provides a good representative sample.

Council was keen to understand:

13.2   Endorse for public exhibition: Kiama Municipal Council draft Community
         Engagement Strategy (cont)

- What meaningful consultation with Council looks like;

- What issues are most important to the community;

- How involved the community wants to be in engagement with Council; and

- What activities community want to participate in.

The survey and discussions also sought feedback on the potential creation of a 'Kiama 100' representative group. This concept is still under development and can be further explored as an engagement method once the Community Engagement Strategy is endorsed.

Summary of findings

Kiama Council Executive and key staff interviews:

Interviewees were supportive of improving Council's community engagement efforts, and expressed a desire to make engagement more meaningful, seeking a diversity of voices, 'meeting community where they are' and reducing focus on the minority of 'loud voices' who can dominate.

Capacity and resourcing were seen as key issues across all departments and teams. A desire to build staff capacity was expressed, with interviewees eager to build their skills and knowledge, particularly around 'closing-the-loop' on engagement projects. Tools and templates were frequently mentioned as a way to deliver consistent engagement throughout Council.

Communication was seen as an area for significant improvement, with a desire to provide community with timely information about Council activities – from both strategic and day-to-day operations perspectives.

While innovation and creativity was welcomed, it was noted that the Community Engagement Strategy should provide a practical framework that allows Council to plan and deliver engagement activities with the resources they currently have.

Staff and Councillor workshops:

Findings from the staff and Councillor workshops indicate a desire to engage with a diverse cross-section of community, and to be proactive in 'meeting community where they are'. To do this, building capacity within Council and in the community was seen as essential. For Council, this means having tools and templates to effectively plan, implement and close the loop on engagement. For community, this means being provided with the right information and knowing how they can get involved.

However, time and resourcing were seen as significant barriers to undertaking meaningful two-way engagement, with staff commenting that the substantial prep work required to deliver activities was disruptive to project delivery timeframes. Additionally, engagement fatigue was highlighted as a potential issue within the small community.

With this in mind, staff highlighted the need to ask community how they want be engaged by Council and what topics/issues they are most interested in.

Relationship building was seen as necessary to improving community's trust. Clarity and transparency were seen as essential, especially with regards to what community can and can't influence.

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          Engagement Strategy (cont)

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When considering the strategy itself, a simple, high-level document was preferred, utilising visual communication such as flowcharts and process maps as opposed to lists and heavy text.

Council committees and KAPA meetings:

Attendees are highly active, articulate and engaged on Council matters and indicated a desire for more information to be shared, an expectation to be consulted on Council decisions and a general wish for increased transparency around how Council decisions are made and enacted.

'Closing the loop' was a common theme – with many participants expressing frustration that their feedback, questions or suggestions could sometimes to 'disappear'- eg: a lack of updates or outcomes of consultations and/or not being notified of results (having to search Council website or business papers themselves, rather than receiving an email or phone call or in-person update), or not receiving a reply email or call to an enquiry.

The idea of creating a 'Kiama 100' representative group was highly approved by some, while others had reservations.

Some of the Precinct and Association (P&A) office-bearers are dissatisfied with their minutes no longer being in Council's business papers and would prefer their groups to be promoted by Council as a conduit for community views. Council has advised these meeting minutes can be published on the Precincts and Associations' own websites with a link from Council's site. Councils resolved its position on this matter some months ago and staff have implemented the decision of Council.

P&A members felt their organisations have a role in directing locale-based matters to Council and therefore wanted a strategy that recognises the different needs of different locations.

It was also recognised that the P&As not representative of the whole community and are struggling to attract new and younger members to their groups.

Committees expressed a willingness and interest in being more 'useful' and asked: "What can we do?".

Council staff reiterated that, while the P&As and committees are a valued part of our community engagement mix, Council is looking to increase the diversity of voices and reach out to those who are less-often heard and don't always have time or to dedicate to traditional evening meetings with formal groups.

Additional flyers with links to information and encouraging participation in the survey were given to all attendees of the Kiama Area Precinct Alliance (KAPA) and committee meetings to distribute to their groups and local networks.

Youth consultation

Kiama Council's Community Hubs Manager, Youth Worker and Community Engagement Officer visited Kiama High School and spoke to 16+ students from the Student Representative Council (SRC) about how Council could meaningfully engage with youth on important topic including growth and housing.

Insights:

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           Engagement Strategy (cont)

- Meet young people where they are, eg: by undertaking engaging activities at school

- Incentives will work well if students must make an additional effort to participate in the engagement activity, such as giving up their lunch break

- It is important for students to understand why engagement is taking place, how it will be used and provide feedback on the outcomes

    o Eg: graphic recording of workshops to capture what was said.

- Young people have busy lives and a lot on their plates, so fitting the engagement activity within existing activities works well, eg, as part of a school period (50 minutes).

- SRC students expressed a desire to co-design and lead engagement activities.

- Face-to-face engagement activities should be interactive, and using different visual creative mediums, such as Lego, clay, and drawing, was welcomed.

- Tackle topics that are suited and interesting for young people to engage with and treat the young audience

***Your community, your say* – Community survey to help shape our Community Engagement Strategy**

The public survey was open from 13 to 28 March. It asked how our community members (and/or groups/businesses/organisations) wanted to engage with Council and, how they wanted Council to engage with them.

The survey had around 250 responses (approximately representative of 1% of the population of Kiama LGA) via digital and on-paper.

The largest group of respondents were aged 65-84 (38%) followed by age 55-64 (19%), 45-54 (17%) and 35-44 (16%), however we received responses in all age brackets, including respondents aged under 18 and 85+.

The largest cohort had lived in the Kiama Municipality for 10+ years (60%). 35% of respondents were retirees, 28% working full time, 19% work part time and 21% regularly volunteer, with 6% of respondents identifying as a local business owner.

Resident breakdown: the largest number of respondents lived in Kiama township (40%), followed by 15% in Jamberoo, 15.5% Kiama Downs and 8% Gerringong, with respondees also from Foxground, Gerroa, Jerrara, Kiama Heights, Minnamurra and Saddleback Mountain.

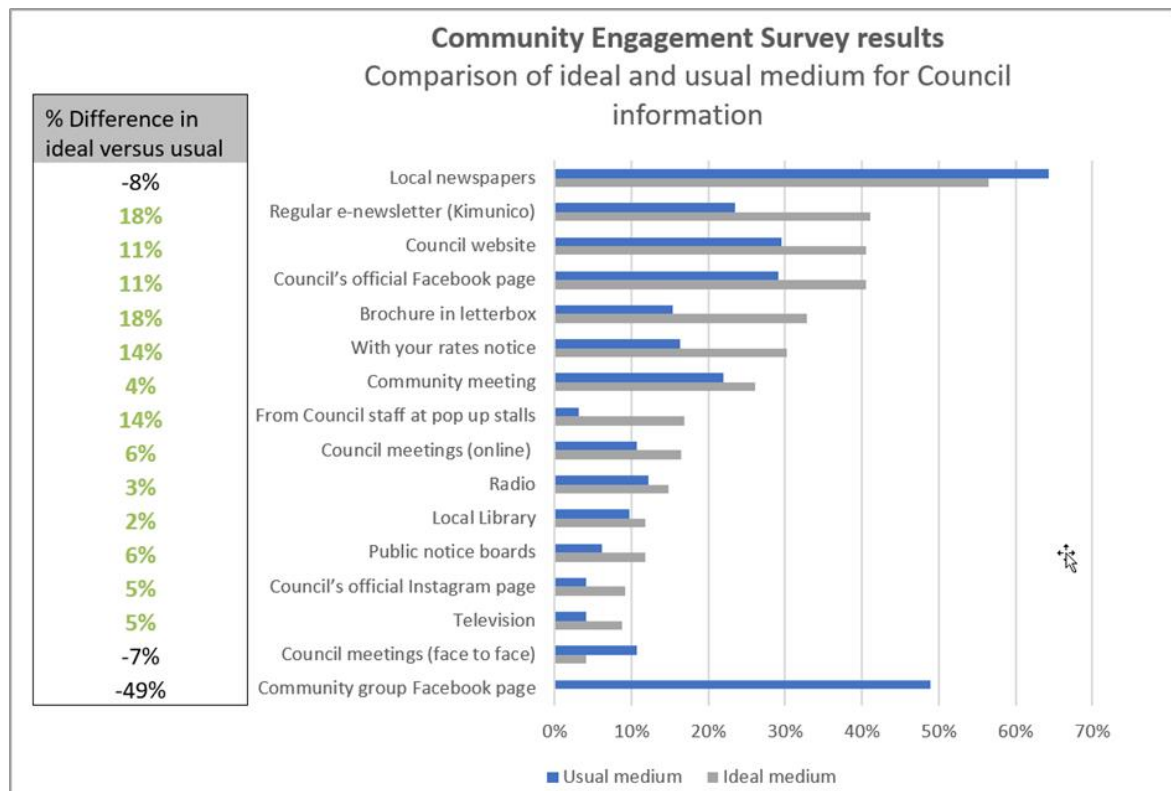Top 5 topics people want to engage on:

- Town planning and Development (65%)

- Opportunities to provide feedback on Council projects etc (48%)

- Environment and land/coastal management (35%)

- Parks, venues, playgrounds, recreational facilities etc (34%)

- Roadworks & Infrastructure (26%)

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The most common methods respondents get their information on Council happenings is from local newspapers (64%), community groups on Facebook (49%), the Council website (30%), Council's official Facebook page (29%) and Council's e-newsletter Kimunico (23%).

Community Engagement Survey results
Comparison of ideal and usual medium for Council information

% Difference in ideal versus usual	
-8%	Local newspapers
18%	Regular e-newsletter (Kimunico)
11%	Council website
11%	Council's official Facebook page
18%	Brochure in letterbox
14%	With your rates notice
4%	Community meeting
14%	From Council staff at pop up stalls
6%	Council meetings (online)
3%	Radio
2%	Local Library
6%	Public notice boards
5%	Council's official Instagram page
5%	Television
-7%	Council meetings (face to face)
-49%	Community group Facebook page

■ Usual medium   ■ Ideal medium

The preferred mediums for receiving Council information include local newspapers (56%) (note: 'local' was not defined), regular e-newsletter (42%), Council website (41%), Council's official Facebook page (41%) and brochures in letterbox (38%). This data guides Council to prioritise these mediums to engage with community, noting time and budgetary constraints.

While 42% indicated a preference for regular e-newsletters, only 18% said they were currently subscribed, with comparable figures for interest/ update of brochures in letterboxes, indicating these could be areas for improvement. It is also worth flagging that Council includes a flyer with its quarterly rates notice as standard (sent via email or post, depending on preference of each individual ratepayer) The survey itself resulted in an additional 40+ subscribers to Council's monthly Kimunico e-newsletter.

While Community Group Facebook pages are well utilised (49%) to access Council information, they are not officially managed by Council and hence were not included as an ideal option. However, Council has good contacts with the administrators of these pages, and information is regularly replicated and shared via these channels.

Most survey respondents indicated they would like to tell Council their thoughts by filling out a survey (64%), writing a letter or email (48%), quick online polls or talking

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        Engagement Strategy (cont)

to council staff (37%). This data will guide the Council in prioritising these channels to
engage with the community.

Overall feedback (incl. comments provided in "Other" option) highlighted a desire for
Council to provide a combination of online and in-person engagement methods.
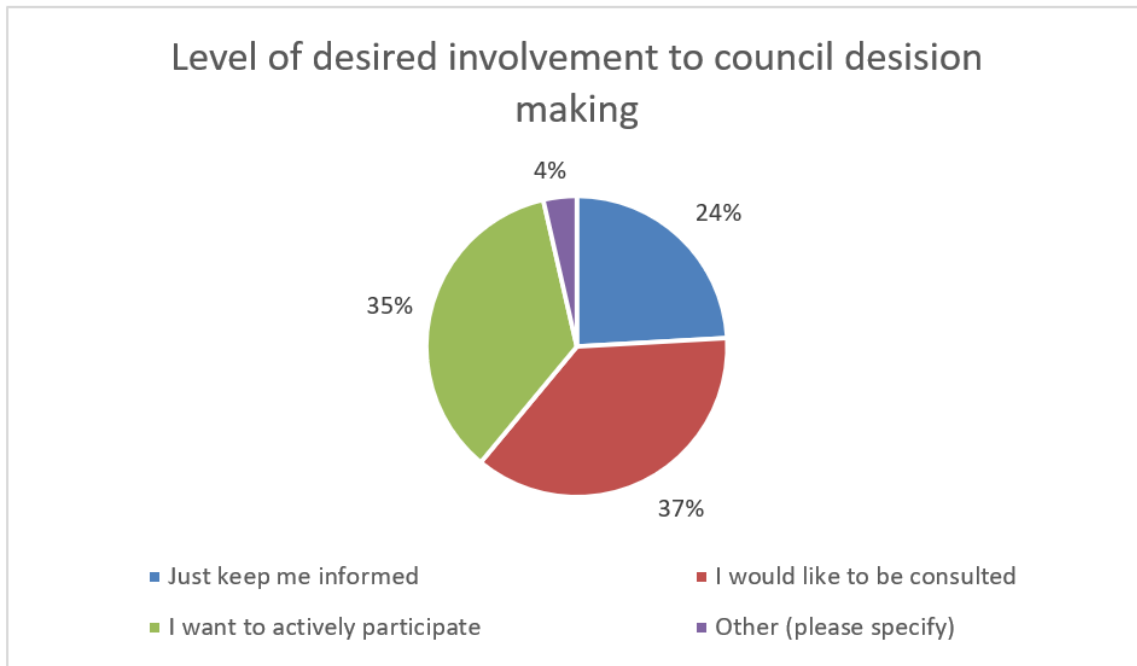
The majority (72%) of survey respondents were interested in being involved in
Council's decision-making. The Strategy highlights a variety of methods and tools for
the community to be involved and participate in decision-making. It's also important
for Council to make clear to community how much influence they can have on each
decision, to manage expectations and avoid negative backlash.

More than half of survey respondents (51%) supported the Kiama 100 initiative, which
aims to capture the diversity of voices within our community.

Opponents (29%) raised concerns regarding the feasibility of establishing such a
group, its adequacy in representing the full spectrum of community voices, exclusion
of community experts, risk of vested interests, and the resource-intensive nature of
focusing solely on 100 voices. Council will consider this concept in more detail once
the Community Engagement Strategy is endorsed.

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Report of the Chief Executive Officer

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        Engagement Strategy (cont)
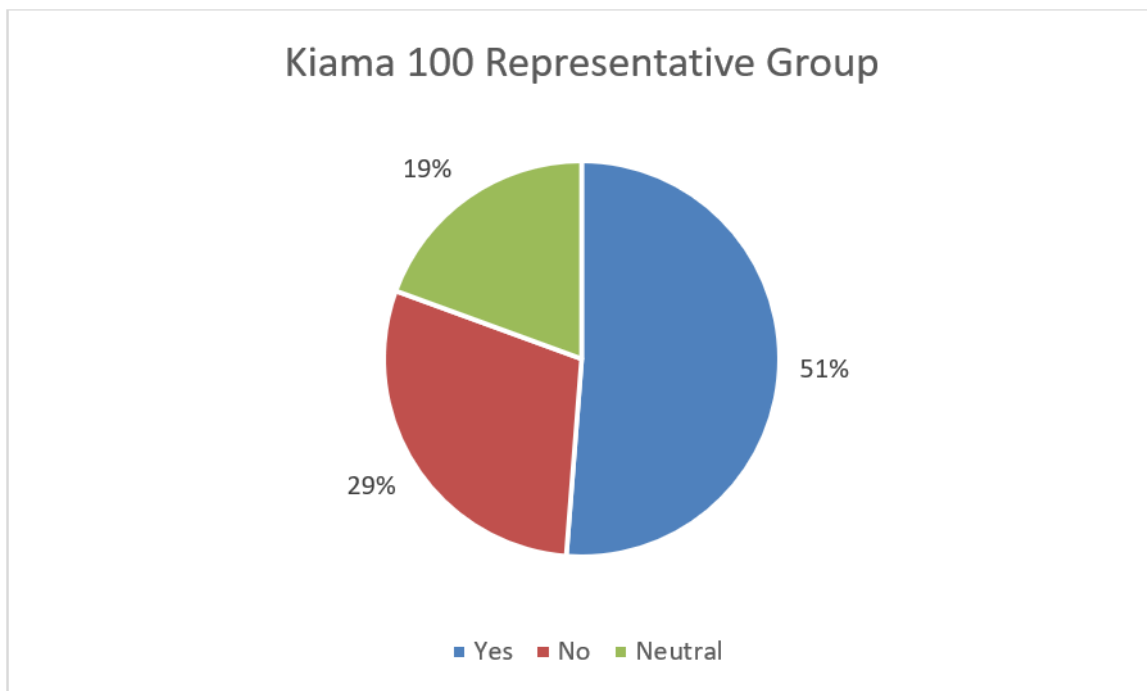
Key findings overall on how Council can engage more meaningfully with the diversity of voices in the community include:

- Meeting community where they are eg: at school, pre-schools, markets

- Clear and consistent in engagement

- Close the loop to ensure community feels heard and valued

- Don't pander to minorities/noisy complainers

- Use more innovative engagement tools

- Increasing visibility and actively listening to community feedback.

A further breakdown of survey results will be included in the engagement report when the Strategy is finalised.

Community pop-ups

Council staff reached more than 1,000 residents, including holding in-depth conversations with around 150 people across the Municipality at our Household Bulky Waste event and community pop-ups.

The community pop-ups were held outside Kiama Downs/Gainsborough Foodworks, Kiama Downs IGA, Minnamurra Café, Jamberoo IGA, Gerringong IGA, Gerroa General Store and Kiama Farmers and were timed for maximum foot traffic on Friday and Saturday, to ensure a good reach across our various localities and to reach people where they were, many of whom do not have the time or inclination to get in touch with Council themselves.

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         Engagement Strategy (cont)

Although not able to deeply engage with everyone, those who were handed flyers were
given a brief introduction to explain Council is developing Community Engagement
and Growth and Housing strategies and encouraged to take the online survey.

Many expressed appreciation at seeing Council "out and about" and engaging in these
discussions.

Council's Community Engagement team is keen to make these a regular occurrence
and will look to include pop-ups as part of engagement planning and schedules going
forward.

Below is a table indicating the main themes discussed with members of the public at
our community pop-ups and Household Bulky Waste event.
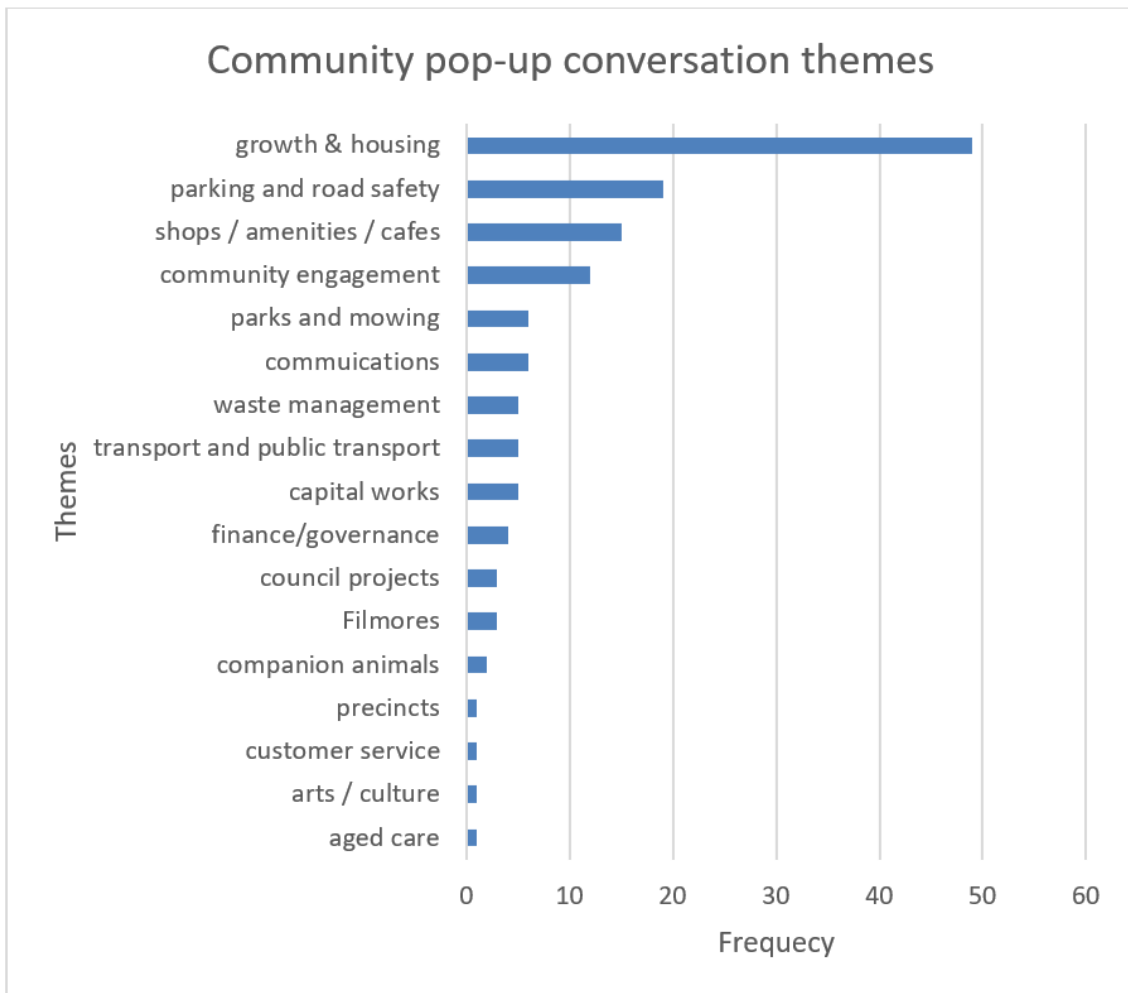
Community and stakeholder engagement register

Event	Greeting + Flyer	Engaged in conversation
Kiama Council staff workshop		29

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         Engagement Strategy (cont)

Event	Greeting + Flyer	Engaged in conversation
Household bulky waste	520	50
Councillor briefing		7
Kiama Downs / Gainsborough – FoodWorks	100	20
Kiama Downs – IGA	30	10
Minnamurra	20	5
Jamberoo	50	20
Gerringong	200	25
Gerroa	2	
Farmers Market	50	25
Liveability and Infrastructure Committee		7
Sustainable Communities committee		7
KAPA meeting	40	9
Kiama High School SRC		16
Total	**1012**	**230**

Next steps

If/when the draft Community Engagement Strategy is approved for exhibition, Council staff will continue to actively engage during the 28-day exhibition period with stakeholders including but not limited to Youth, First Nations groups, the business community and more.

Feedback and insights from the exhibition period will be collected and collated, alongside data already gathered during the co-design period, to further refine the Strategy, and will form part of an engagement report to be submitted to Council with the finalised Community Engagement Strategy for endorsement.

This engagement will continue to be aligned with community engagement on Council's Growth & Housing Strategy and the Community Participation Plan.

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13.2   Endorse for public exhibition: Kiama Municipal Council draft Community
         Engagement Strategy (cont)

Note: After the September Local Government Elections, Council will be asked to review the Community Engagement Strategy once again. It is hoped that, given all the extensive work that is going into the Strategy now, this process can be streamlined and will take the form of a minor review, therefore freeing the new Council to direct their focus to high-level strategic documents such as the Community Strategic Plan and important and pressing matters such as Council's ongoing Performance Improvement Order.

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KIAMA MUNICIPAL COUNCIL
your council. your community

Draft Community Engagement Strategy
2024-2028

Your community, your say

Acknowledgement of Country

Kiama Municipal Council acknowledges the Wodi Wodi people on Dharawal country as the traditional custodians of the land on which our Municipality is located. We pay our respects to Elders past, present and future. We are committed to honouring Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to our community.

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Overview

Purpose

Kiama Municipal Council is committed to developing a culture of meaningful community engagement to achieve better and more sustainable outcomes for the municipality.
The Community Engagement Strategy serves as a practical framework for Council to engage with diverse voices across our community. It outlines the principles and processes for best-practice community engagement, in line with Council's Community Strategic Plan 2022 – 2032 and in accordance with legislative requirements.

Legislative requirements

Community engagement is delivered with due consideration to mandatory and statutory requirements to which Council must adhere. These requirements may limit or allow community input into Council decision-making.
Under Section 420A of the New South Wales Local Government Act 1993, Councils are required to establish and implement a Community Engagement Strategy for the purpose of engaging with the local community to support the development of all plans, policies, programs and key activities.

The Integrated Planning and Reporting Framework (IP&R) illustrates the important role of community engagement across Council's planning. Under this framework, Community Engagement Strategies must:

- Be based on the social justice principles of access, equity, participation and rights
- Identify relevant stakeholder groups in the community
- Outline the methods that the council will use to engage each of these groups
- Allow sufficient time to effectively undertake the engagement.

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Attachment 1

Developing the Strategy

Developed in consultation with both the community and Kiama Municipal Council staff, the Community Engagement Strategy outlines:

- Community priorities for engaging meaningfully with Council
- Staff requirements for planning and managing meaningful engagement with community.

The Strategy was also developed with due consideration to local, state and federal strategies and plans, policies, and other requirements. Insights from community engagement activities undertaken as part of the development and delivery of the Community Strategic Plan (2022-2032) were also used to inform this Strategy.

Community consultation

A series of engagement activities were delivered in early 2024 to guide the development of the Strategy.

Community consultation	Staff consultation
• Community pop-ups across the municipality • Met with various committees and stakeholder groups • "Your community, your say" survey	• Cross-departmental staff workshop • Staff survey • Interviews with executives and key staff members • Councillor briefing

What we heard

Staff: want Council to engage by
• building staff capacity and providing practical tools • making engagement meaningful and seeking diversity of voices • closing the loop – communicating outcomes and delivering on commitments • meeting the community where they are, building trust • however, note that time and resources are significant barriers to overcome

Community: want Council to
• improve how they follow-up with people on outcomes and decisions • be clear and transparent about processes, timelines and level of community influence • reach a greater variety of people by meeting them where they are • engage more with youth and other communities of need • be more visible and listen

Receive Council information	Provide Council with input
1. Local newspapers (56%) 2. Regular e-newsletter (42%) 3. Council website (41%), 4. Council's Facebook page (41%) 5. Brochures in letterbox (38%)	1. Filling out a survey (64%), 2. Writing a letter or email (48%), 3. Quick online polls (44%) 4. Talking to council staff (37%) 5. Online forums (26%)

Engage on
1. Town planning and development (65%) 2. Opportunities to provide feedback on Council projects etc (48%) 3. Environment and land/coastal management (35%) 4. Parks, venues, playgrounds, recreational facilities etc (34%) 5. Roadworks and infrastructure (26%)

5

Quotes from community pop-ups

"It sounds like you're asking the right questions"

"We love the village atmosphere, we want to keep our open spaces"

"In 52 years in the area, there's been lots of change!"

"Progress can be qualitative not quantitative"

"Youth are often not interested in engaging with council, too busy with other things!"

"Council needs to repair the community's trust before it can move forward"

"Ratepayers are looking for outcomes, not more talk"

"You can reach young parents at the gym, pre-schools, Leisure centre and daycares"

"Growth is OK but we need the infrastructure to support it"

"Council needs to close the loop and be transparent"

"If we spend time making a submission, we really want to know how our input has made a difference"

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Keys to success

Insights gathered during consultation have directly informed Council's approach to the Community Engagement Strategy.

The following 'keys to success' were developed in response to input from those engaged regarding what the Strategy should aim to achieve. They will guide how Council designs, plans, delivers, and reports on future engagement activities.

Objective

To be a practical framework for delivering meaningful and measurable community engagement while strengthening the diversity of community voices.

Principles

In addition to the strategic objective above, insights from community and staff consultation led to the development of 5 key principles for undertaking meaningful community engagement.

These are:
- **Open and honest**
  Engagement will be open, honest and transparent so community understands how their feedback will be taken into consideration and why certain decisions have been made.
- **Proactive**
  Engagement will proactively seek to understand community perspectives early in decision-making.
- **Genuine**
  Engagement will seek to genuinely listen to what community has to say and to ensure it is accurately captured.
- **Inclusive and accessible**
  Engagement will meet diverse community voices where they are and in a way that allows them to participate fully.
- **Accountable**
  Engagement will ensure community and stakeholders have clear oversight through continuous communication. Council will be accountable for closing the loop and ensuring community and stakeholders are kept informed at all stages of the project lifecycle.

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Actions

Kiama Municipal Council will uphold the key principles of meaningful community engagement by adopting the following actions (based on input from staff and community stakeholder consultation):

Build staff capacity
We will: • Provide IAP2 training to managers and other relevant staff. • Provide embedded community engagement training into staff onboarding, and ongoing professional development, to ensure all staff understand Council's commitment to best-practice engagement. • Develop a community engagement toolkit that includes planning and reporting templates to support staff and standardise engagement across the organisation. • Identify and train engagement champions across Council teams to support the work of Council's communications and engagement team. • Develop an approvals process to ensure engagement processes meet internal, legislative and accessibility requirements.
Meet community where they are
We will: • Clearly communicate and promote engagement opportunities through preferred mediums eg: local newspapers, regular Council e-newsletter, Council website, Council social media, printed flyers, brochures etc. . • Offer a range of online and face-to-face engagement opportunities and continue to develop a culture of engagement by ensuring a broad diversity of ways for people to engage with Council decisions and projects. • Explore digital engagement platforms to enhance accessibility and broaden community reach, including quick online polls. • Develop an engagement calendar to plan and manage engagement activities across the organisation and meet community where they are eg: community pop-ups and at events. • Explore ways to strengthen the diverse voices of our community through innovative engagement approaches, eg: youth-specific activities, location specific activities and further exploring the creation of a 'Kiama 100' representative group. • Monitor community sentiment via a range of mediums eg: social media monitoring, a demographic "community satisfaction" survey of Kiama Municipality, feedback from workshops, community events, committees and community groups..
Close the loop
We will: • Develop processes to close the loop in a variety of ways, including Council reporting, website, email, social media and other mediums, with a focus on explaining how and when community feedback was considered in the decision-making process. • Continually develop and improve Council's community engagement practises and capacity through regular review and evaluation. • Assess engagement activities' effectiveness against the Strategy's principles and the diversity, equity and inclusion objectives.

8

Understanding community engagement

Community engagement is about fostering productive relationships between Council and the communities it serves, making better decisions and improving outcomes for our people and places. The Community Engagement Strategy is an opportunity to expand Kiama Municipal Council's engagement practices beyond the legislative requirements, delivering community engagement that is meaningful to the communities we serve.

Best practice

Council strives to deliver best-practice community engagement based on the Core Values of the International Association for Public Participation (IAP2). These are:

1. Public participation is based on the belief that those who are affected by a decision have a right to be involved in the decision-making process.
2. Public participation includes the promise that the public's contribution will influence the decision.
3. Public participation promotes sustainable decisions by recognising and communicating the needs and interests of all participants, including decision-makers.
4. Public participation seeks out and facilitates the participation of those potentially affected by or interested in a decision.
5. Public participation seeks input from participants in designing how they participate.
6. Public participation provides participants with the information they need to participate in a meaningful way.
7. Public participation communicates to participants how their input affected the decision.

IAP2's Public Participation Spectrum identifies five levels of stakeholder and community engagement. It is recognised as the industry standard community engagement model. Council has adopted the Spectrum to facilitate best-practice engagement.

	Inform	Consult	Involve	Collaborate	Empower
Engagement goal	To provide community with the right information to help them understand a Council plan, policy, program or activity.	To gather community feedback on a Council plan, policy, program or activity.	To work with community in the development of a Council plan, policy, program or activity, ensuring their views are clearly understood and considered.	To partner with community in the development and delivery of a Council plan, policy, program or activity.	To place final decision-making in the hands of community.
Council's commitment	We will keep you informed throughout the life of the project.	We will keep you informed, listen to your feedback, and share how community input influenced our final decision.	We will work with you to ensure your feedback is directly considered and share how community's input influenced our final decision.	We will incorporate your advice and recommendations into our final decision.	We will implement what you decide.
Example methods	• Council Website • Social Media • Council newsletter (Kimunico)	• Online or paper surveys • Call for submissions • Community pop-ups	• Digital engagement • Workshops • Panel discussions	• Council Committees • Working groups	• Citizen Juries • Voting

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Engaging with community

Kiama Municipal Council, through this Community Engagement Strategy, commits to engaging with a broad cross-section of the community and will deploy specific methods to reach individual demographics:

When we refer to community, we refer to:

Residents and ratepayers	Anybody who lives and/or pays rates in the Kiama Local Government Area
Communities of place	Location-based communities (towns, neighbourhoods, streets)
Communities of interest	Communities that share activities, events or interests.
Communities of identity	People of all ages, backgrounds, gender identities and religions
Communities of need	Kiama residents most vulnerable to the impact of decisions such as those experiencing or at risk of homelessness, those with different abilities, people from non-English speaking backgrounds, those who rent and those immediately impacted by disasters
Business community	Kiama businesses, business networks and associations
Community participants	Those who use or access council facilities such as libraries, parks and recreation centres
Kiama's Future	Kiama's young people who will lead the area in the future
NSW and Federal government departments/agencies	State and Commonwealth Departments and Agencies with impacting plans or information
Neighbouring councils and representative bodies	Surrounding local government areas and joint organisations such as ISJO, NSW Office of Local Government (NSWOLG)
Visitors and tourists	Those who visit the Kiama LGA

Diversity, equity and inclusion

Kiama Municipal Council is committed to strengthening the diverse voices of our community. We aim to provide inclusive and equitable engagement processes, ensuring that anybody who wants or needs to participate can do so.

Through this strategy, Kiama Municipal Council reaffirms its commitment to engage with:

- Young people
- Elderly people
- Families and single-parent households
- Aboriginal and Torres Strait Island communities
- People with disabilities
- People from culturally and linguistically diverse backgrounds
- LGBTQIA+ communities
- Low-income households

Kiama Municipal Council will ensure every person has a voice by providing:

- Plain English and multi-modal information to meet accessibility requirements
- Multiple ways to contribute including digital, paper-based and face-to-face engagement options
- Translated documents as requested or required

Council will strive to improve opportunities for engagement by:

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- Collaborating with Council's Community Hubs team to facilitate engagement with existing community networks
- Identifying community champions to drive engagement with communities of place, identity, interest and need
- Co-designing engagement processes with specific groups, where appropriate (e.g., co-designing youth engagement activities with young people)

Council Strategies and Action Plans

Council delivers several strategies and plans to guide the delivery of its services and operations. These strategies and plans will guide what projects are undertaken through Council's delivery program, and what opportunities are available for community engagement as a result.

Strategies and plans include (but are not limited to):
- Community Strategic Plan (2022-2032)
- Growth and Housing Strategy (under development)
- Economic Development Strategy
- Tourism and Events Plan (2022–2026)
- Corporate Emissions Reduction Plan (Net Zero Strategy) 2021-2031
- Service Reviews

Additionally, Council is working to deliver a suite of community Action Plans that aim to remove barriers to access and participation for Kiama's diverse community. These plans help inform the design and delivery of engagement programs, to ensure processes are Diversity, Equity and Inclusion focused, including:
- Disability Inclusion Action Plan (DIAP) 2023-2027
- Reconciliation Action Plan (under development)
- Youth Action Plan (under development)
- Cultural Plan (under development)

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Community engagement opportunities

Community engagement is undertaken when there is an opportunity for impacted communities to influence specific actions, outcomes or decisions, or when there is a legislative requirement to do so. The following matrix allows project teams to determine if engagement is required and the degree to which community will be engaged.
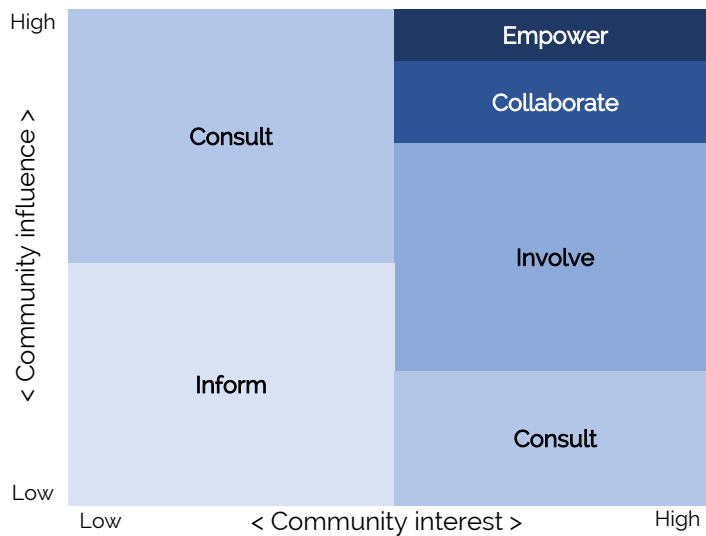
Note: If community engagement is not required or desired, Council should inform the community about the action, outcome or decision being made.

Roles and responsibilities

Many stakeholders play a role in delivering meaningful community engagement. While the Strategy is focused on Council's role, it is important to acknowledge that the participation of many stakeholders will influence its overall success.

Stakeholder	Roles and responsibilities
Mayor and Councillors	• Participate as an elected member, listen to the views of the community and consider those views when making decisions. • Play an important role in reflecting the views of the community back to the staff ensuring that concerns and aspirations are heard. • Support community engagement by approving adequate funding and/or resources.
CEO and Directors	• Ensure the strategy is implemented and applied across Council projects. • Oversee engagement processes of Council and ensure engagement needs and risks are considered. • Approve Community Engagement Plans developed by Project Lead and provided by Managers • Report and communicate Community Engagement activities and outcomes (as provided by Managers) to elected members.

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Stakeholder	Roles and responsibilities
Managers and Coordinators	• Maintain an 'engagement mindset' when overseeing projects, plans, and activities in their team. • Support teams to prioritise the 4 stages – design, plan, implement and report – of community engagement activities. • Ensure engagement activities within their team are communicated to elected members through the CEO and Directors.
Project Lead	• Community engagement is the responsibility of all Council staff who deliver projects or services that impact the community. • Work with the Community Engagement Officer and use the Community Engagement toolkit to prepare engagement plans, deliver activities, and report back on engagement outcomes, including adequate feedback to community.
Community Engagement Officer	• Train and guide staff to ensure a consistent, best-practice, and evaluated approach to community engagement activities. • Develop a Community Engagement toolkit, including templates available to all staff. • Develop and manage an engagement calendar to streamline engagement activities across Council • Manage a Community Engagement Register. • Collaborate closely with the Community Hubs Manager to leverage existing networks and engagement opportunities and to ensure diversity and inclusion principles are met.
Communications Officer	• Work with the Community Engagement Officer and project teams to create communications plans for engagement activities. • Contribute to the Community Engagement Register. • Provide advice on appropriate communication methods to promote engagement opportunities and outcomes.
Manager Communications & Engagement	• Manage this Strategy's implementation, including quarterly reporting on the Community Engagement plans, calendar and register. • Checking final engagement plans.
Community	• Responsible for contributing to the decision-making processes available to them, including staying informed about engagement opportunities, considering the information or options available, providing timely feedback, participating respectfully, and considering the ideas of others.

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Four-stage engagement framework

The following engagement framework is used by Council to design, plan, implement and report on community engagement activities. This framework ensures that engagement processes are **meaningful** and **measurable,** promoting consistent, best-practise engagement across the organisation. In addition to the steps below, Kiama Council's Engagement team is developing a toolkit to assist staff throughout the four stages of this framework.

1. Design

Engagement design lays the groundwork for effective community engagement processes. In this stage, project teams will prepare an **engagement brief** that outlines the context and scope of the engagement and identifies key stakeholders.

CONTEXT	Understanding the project context will help determine the purpose of engagement and integrate it into the broader project delivery plan.
	Questions to consider: ☐ What is the plan, policy, program or activity being delivered, why is it being delivered and who is responsible for delivering it? ☐ What is the final project action, outcome or decision that must be made and who is in charge of making it? ☐ Why is community engagement required or desired? (engagement purpose) ☐ What project milestones and dates are critical to meet? ☐ Are there any issues or assumptions that may impact the project? *Timeframe for project delivery must also be considered*
SCOPE	The engagement scope defines the extent of community engagement required. It identifies what can and cannot be influenced, helping to manage expectations.
	Questions to consider: ☐ What actions, outcomes or decisions *can* community influence and what *cannot* be changed? (negotiables and non-negotiables) ☐ Is there a legislative requirement to fulfil? ☐ How will community input be used in determining the final action, outcome or decision? ☐ What information does Council require from community to inform next steps and decision-making? E.g., what question/s are being answered by engaging?
STAKEHOLDERS	Identifying stakeholders is essential to establishing the level/s of engagement required. It ensures engagement seeks a diversity of community voices.
	Questions to consider: ☐ Who will be impacted or affected by the action, outcome or decision? ☐ Who has an interest in the action, outcome or decision? ☐ Which voices need to be strengthened? (diversity, equity and inclusion)

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The following stakeholder analysis chart assists in identifying the community segments and/or individuals to be engaged, and determining the appropriate level/s of engagement based on:

- The impact of the action, outcome or decision on the individual or group
- The level of interest they have in the project
- The level of influence they have over the action, outcome or decision.

Stakeholders	Impact	Interest	Influence	Engagement
Segment 1	Low/medium /high	Low/medium/ high	Low/medium/ high	*Inform/Consult/ Involve/Collaborate /Empower*
Segment 2				
Segment 3				
Segment 4				
Segment 5				

2. Plan

Engagement planning is essential to delivering meaningful and measurable community engagement. In this phase, project teams will prepare an **engagement plan** that details the methods to be used and the resources required to undertake community engagement activities.

Schedule	Understanding where community engagement fits within the broader project plan helps guide the selection and sequencing of appropriate engagement methods.
	Questions to consider:
	☐ When in the delivery of the project is community input required or desired?
	☐ What key delivery milestones must be met?
	☐ What project or task dependencies should be considered in the planning of engagement activities?

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Activities	Engagement methods/activities are selected to correspond with the determined level of stakeholder engagement. This may mean selecting different activities for different groups.
	They should be selected with due consideration to the project budget, timeframe, scale and complexity, and legislative requirements, among other factors.
	Activities should be designed to meet community where they are, ensuring community preferences and expectations are considered. Equitable and inclusive engagement opportunities must be provided to ensure a diversity of voices are heard.
	Questions to consider: ☐ What are the *project objectives* and what are the *engagement objectives*? ☐ What *outputs* are required from community to achieve these objectives? ☐ What are the best *activities* to generate these outputs?
	Other key considerations: ☐ What support materials are required to deliver engagement? e.g., communications plan, risk management plan ☐ How will engagement outputs (data) be collected, analysed and reported? ☐ What measures will support diverse voices to participate in the activity/activities?
	* Steps for closing-the-loop should be embedded into engagement planning, with specific methods selected to ensure community is appropriately informed.
Resourcing	A detailed **implementation plan** will identify resources required to deliver engagement, and determine roles and responsibilities for undertaking key tasks.
	Questions to consider: ☐ What tasks must be performed to prepare for engagement? ☐ What tangible and human resources are required to deliver the engagement? ☐ Who is responsible for coordinating these tasks and resources? (see Roles and Responsibilities) ☐ Who is responsible for capturing the engagement data and preparing the engagement report? ☐ Identify budget for engagement activities

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The following methods matrix provides an overview of common communication and engagement activities and tools. As mentioned above, Engagement methods are selected with due consideration to the level of engagement, project budget, timeframe, scale and complexity, and legislative requirements, among other factors.

	Inform	Consult	Involve	Collaborate	Empower
Council website	X				
Council e-newsletter (Kimunico)	X				
Social media	X				
Media release	X				
Local newspapers	X				
Rates notices	X				
Letters and email notifications	X				
Letter-box drops	X				
Posters, pamphlets, flyers	X				
Outdoor signage	X				
Print or digital factsheets and FAQs	X				
Door-knocking	X	X			
Presentation, meeting or briefing (in-person, phone or virtual)	X	X			
Online or printed survey		X			
Opinion poll		X			
Community pop-ups		X			
Comment, compliment, complaint form		X			
Online discussion board		X			
Calls for submission		X			
Council meetings or town hall engagements		X			
'Your Say' interactive website		X	X		
Citizen science (e.g. wildlife reporting)		X	X		
Reference or advisory groups		X	X	X	
Special councils or committees (eg: youth council)		X	X	X	
Workshops		X	X	X	
Focus groups		X	X	X	
Panel discussions		X	X	X	
Roundtables		X	X	X	
Working groups			X	X	
Co-design			X	X	
Design charette			X	X	
Deliberative forums				X	X
Consensus conference				X	X
Voting					X
Citizens jury					X

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3. Implement

Implementation involves the delivery and monitoring of engagement activities to ensure activities align with project objectives. It also involves the processes for collecting and collating data.

Activation	Activation includes (a) preparing project teams to deliver engagement and (b) promoting engagement activities to community. The implementation plan will identify what actions need to take place in this phase (eg: coordinate venues, liaise with key stakeholders, distribute promotional materials) **Questions to consider:** ☐ Do staff (a) understand their role and responsibilities in delivering engagement and b) have the resources required to undertake engagement activities? ☐ Do community know (a) what the engagement is about (b) when and where engagement will take place and c) how to participate?
Delivery and monitoring	Engagement delivery should involve ongoing monitoring to ensure activities align with objectives, resourcing, and required outputs. Activities may need to be adapted or refined, or additional processes may need to be included. **Questions to consider:** ☐ Are project and activity objectives being achieved? ☐ Are attendance numbers/participation rates meeting expectations? ☐ What is the level of participant diversity? Is anybody *not* participating who might want or need to? ☐ Do engagement outputs meet data requirements? ☐ Are outputs being appropriately collected and documented? ☐ What is the public/media response if any? ☐ Are there enough/appropriate resources to continue?
Analysis	Raw outputs collected during engagement are to be collated and analysed to report on findings, make recommendations and/or inform decision-making (as determined by the level of engagement). **Questions to consider:** ☐ What were the key themes and/or findings across all engagement activities? ☐ What additional insights were discovered? *To protect the privacy of participants, data is to be de-identified unless express consent is given to the sharing of personal details.

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4. Report

Reviewing, evaluating and reporting on engagement is critical to promoting transparency, accountability and integrity in engagement processes. This stage involves preparing and delivering **engagement reports** for decision-makers, project delivery teams and the community.

Report	The engagement report documents the entire engagement process, from design to data analysis, and presents engagement findings and insights. It may make recommendations or guide next steps. The report is shared with project teams, decision-makers and the community.
	Engagement reports will generally be included within Council reports. For ease of access, summaries will also be made publicly available for community and other stakeholders to view.
	Questions to consider:
	☐ Who participated in the engagement and how?
	☐ What did community say? (themes, findings, insights)
Review	An engagement review is undertaken as part of continuous improvement. It evaluates the effectiveness of engagement processes, activities, outcomes and resourcing, among other factors. This report is shared internally with engagement teams to reflect and debrief on learnings.
Close the loop	Closing the loop involves informing the community of the final action, outcome or decision made. It describes how the community's input was used in the decision-making process and what other evidence was considered. It explains why a certain decision was made.

Continuous communication

For best outcomes, community should be kept informed as engagement activities progress. Continuous communication serves to manage expectations and improve trust by ensuring the engagement process is open and transparent. How continuous communication is implemented will depend on the level, scale and timeframe for engagement, and will be embedded into engagement planning.

Methods may include:
- Sharing of engagement schedules, objectives and agendas
- Feeding back to participants after each engagement activity (sense checking)
- Preparing interim reports at key delivery milestones
- Providing regular updates online (web, social media, email), in print (newsletter, newspaper), or in person (briefings)
- Providing additional information/communications if needed
- Providing channels for community to get in touch
- Responding to community questions or inquiries in a timely manner
- Thanking community for their time and input .

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Item 13.2 - Endorse for public exhibition: Kiama Municipal
Council draft Community Engagement Strategy

Attachments 1 - Community
Engagement Strategy - draft

Item 13.2

Attachment 1

Authorisation and version control

Owner/Responsible Officer	Manager Communications & Engagement
Department	Office of CEO
Date adopted/endorsed	<mark>TBC</mark>
Resolution number (if applicable)	<mark>TBC</mark>
Next review date	By 31 December 2024
TRIM reference	TBC

Variation and review
Council reserves the right to review, vary or revoke this Strategy.

Date reviewed	Date adopted/ endorsed	Brief detail of amendments
December 2015	March 2016	New Strategy
May 2023		Exhibited draft Strategy, withdrawn as required additional work
April 2024		Reworked, redrafted Strategy

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KIAMA MUNICIPAL COUNCIL

Council update
13 March 2024
Community engagement popups and survey

Help us shape our Community Engagement Strategy

Kiama Council has launched a program of pop-ups across the LGA and an online survey to allow the community to help co-design and revise our Community Engagement Strategy.

From now until the end of March, we're inviting community members to chat and engage with us in person. We will be in lots of places, ready to listen and talk with you. If you are busy, you can fill out an online survey or email council@kiama.nsw.gov.au to tell us how you'd like to engage with Council, and how Council can engage better with you.

We are coming to you, because we'd like to hear from all sectors of our community. We know we need to update our Community Engagement Strategy, and we are choosing to co-design this with you. Our existing document and approach is nearly 10 years old, having last been done in 2015, a lot has changed since then! We are changing too.

Rather than simply release a draft to public exhibition, we would like to include your views and ideas, straight into the draft as it gets developed using a co-design approach.

It's all about changing how we do things, and genuinely shaping a culture of meaningful engagement with community and stakeholders. Working together, to achieve better and more sustainable outcomes for the region.

Council is keen to hear from a diverse range of voices in our community. We're also talking to precinct groups and associations, committees of Council, the business community, government agencies, our own staff, and a range of other stakeholders. We would like to understand how people want to be engaged, when to share information, and how we can improve our communication on Council matters.

As well as asking the community to indicate how they'd like to speak to and hear from Council, we'll also be promoting our upcoming Growth & Housing Strategy in the next few months. Stay tuned for details on more ways to engage.

This month, you can chat to us across the LGA at locations including Kiama Downs, Minnamurra, Kiama, Jamberoo, Gerringong and Gerroa

Don't miss your chance to get involved, come and talk with us. The community survey will close on 28 March 2024.

Council will use the community's feedback to develop a draft Strategy, which will be released for public exhibition from mid-April to mid-May.

ENDS

KIAMA MUNICIPAL COUNCIL

Kiama Council Calls for Open Community Dialogue on Future Growth and Engagement

Kiama Council is embarking on an inclusive and dynamic journey to shape the future of our towns, villages and region.

Council is encouraging every member of the community to actively participate in two pivotal conversations that will shape the trajectory of Kiama's future – growth and community engagement.

The growth conversation delves into the intricacies of our evolving landscape, addressing vital fronts like Bombo Quarry, South Kiama, Springside Hill, Spring Creek and Dido Street. Recognizing the national housing shortage, and local government's role in managing growth, we aim to collaboratively identify suitable sites for growth, explore practical solutions, and define essential infrastructure which are fundamental for responsible growth.

Acting Mayor Imogen Draisma emphasised, "This isn't just about building houses; it's about creating communities and villages, legacies we can collectively be proud of. We need to think deeply about fundamentals like water, sewerage, open spaces, schools and employment / industrial lands."

Simultaneously, Kiama Council is refreshing its Community Engagement Strategy, striving to amplify the voices that often go unheard. Claire Doble, Council's Communications and Engagement Manager, who will lead the Community Engagement Strategy stated: "We're taking a fresh new direction, engaging with diverse voices alongside traditional stakeholders, ensuring a strategy that truly represents our community."

These two conversations will directly contribute to the development of our Growth and Housing Strategy and Community Engagement Strategy, guiding Council, the NSW Government, and our community. Council urges everyone to stay tuned for upcoming communication, seize opportunities to provide feedback, and actively get involved.

"In the coming weeks you will be seeing a lot of communication from Council about these two projects and be given opportunities to provide input in a wide range of ways. I encourage everyone in the community to think about these issues, have your say, keep an open mind and be willing to listen," Acting Mayor Draisma said.

Kiama Municipal Council CEO Jane Stroud said Council was committed to approaching these topics differently than Council has done in the past.

Item 13.2

Attachment 3

KIAMA MUNICIPAL COUNCIL

Council Update
29 February 2024
Growth and Community Engagement

"We know the conversations won't always be comfortable. Changing and growing, while protecting what's important, is a hard balance to strike. We are open to hearing from a diverse range of community voices and to your helping us co-design and refine these key strategies," Ms Stroud said.

Director of Planning, Environment, and Communities, Jessica Rippon, will lead the conversation on growth, development proposals and future planning for our LGA.

"We aim to 'lead growth for good,' planning for a future where infrastructure aligns with development, fostering positive change," Ms Rippon said.

In terms of the Housing and Growth Strategy, Ms Rippon said: "We will be hosting robust discussions, be seeking online feedback, partnering with the NSW Government Department of Planning and conducting meetings with our stakeholders and community members to capture ideas and views on growth."

"This will include discussions about some of the development proposals that are before Council and future opportunities such as development within Bombo Quarry."

In relation to the Community Engagement Strategy, Ms Doble said the process would start with meetings with key stakeholders and various community pop ups throughout March.

"Once we have then prepared a draft strategy, community members will once again get an opportunity to provide feedback. The finalised strategy and accompanying report will outline how community feedback has shaped the strategy," Ms Doble said.

Council staff are currently briefing Councillors, committees and other key stakeholders about the projects and the engagement activities that are going to be occurring over the coming weeks and months.

Council will provide regular updates to our community on the timing, activities and opportunities to be involved.

"This is a once-in-a-lifetime opportunity for our community to co-design and refine strategies that will echo through generations. Let's engage, discuss, and envision a Kiama we're all proud to call home," Cr Draisma said.

ENDS

Item 13.2

Attachment 3

Your community, your say

Thanks for taking the time to complete this short survey.

You can have your say as an individual, on behalf of someone you know and, or as part of a group or organisation.

Your input will help us shape Council's updated Community Engagement Strategy.

The survey should take 5-10 minutes to complete.

Your community, your say
About you
On this page, we're looking for information about you so that we can compare your wants and needs to others in the community.

1. To which age category do you belong?

○ Under 18

○ 18-24

○ 25-34

○ 35-44

○ 45-54

○ 55-64

○ 65-84

○ 85+

2. Where do you live?

[⬍]

3. And if you don't mind us asking, how do you describe yourself? (Select all that apply)

☐ LGBTQIA+

☐ Aboriginal and/or Torres Strait Islander

☐ Person with a disability

☐ Non-English speaking background

☐ Parent with young kids (under 12)

☐ Parent with teenagers at home (under 18)

☐ New resident (< 3 years)

☐ Medium-term resident (3 to 9 years)

☐ Long-term resident (10+ years)

☐ Providing feedback on behalf of a group or organisation

☐ Regular volunteer

☐ Working full-time

☐ Working part-time / casual

☐ Local business owner

☐ Student

☐ Retiree

☐ None of the above

☐ Other (please specify)

KIAMA MUNICIPAL COUNCIL

Your community, your say
Have your say

4. Council seeks to engage with community on a range of initiatives and decisions. What are the **top three** most important things you want Council to engage with you about?

☐ Opportunities to provide input on Council projects, services, strategies and policies

☐ Town planning and development

☐ Roadworks and infrastructure

☐ Bin collection, waste and recycling

☐ Environment and land/coastal management

☐ Parks, venues, playgrounds, pools and recreational facilities

☐ Cultural facilities and activities (libraries, galleries museums)

☐ Local tourism and events

☐ Pets and wildlife

☐ Community development initiatives e.g. youth services

☐ Activities / events in the area

☐ Council meetings

☐ Fees and charges for Council services and facilities

☐ Other (please specify)

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Attachment 4

5. How do you usually find out about these things happening in your community?
(select all that apply)

☐ Local newspapers

☐ Council website

☐ Brochure in letterbox

☐ Regular e-newsletter (Kimunico)

☐ Council's official Facebook page

☐ Council's official Instagram page

☐ Community group Facebook page

☐ With your rates notice

☐ Radio

☐ Television

☐ Public notice boards

☐ Local Library

☐ From Council staff at pop up stalls or info session

☐ Community meeting i.e. precinct meetings

☐ Council meetings

☐ Other (please specify)

[   ]

6. Ideally, how would you like to receive information about our services, facilities, events and projects? **(select all that apply)**

☐ Local newspaper

☐ Council website

☐ Brochure in letterbox

☐ Regular e-newsletter (Kimunico)

☐ Council's official Facebook page

☐ Council's official Instagram page

☐ With your rate notice

☐ Local radio

☐ Local television

☐ Public notice boards

☐ Local Library

☐ From Council staff at pop up stalls or info session

☐ Presentation to your group or committee i.e. precinct groups

☐ Council meetings (in person)

☐ Council meetings (online)

☐ Other (please specify)

[   ]

Item 13.2

Attachment 4

7. And, how do you want to tell us your thoughts and views? **(select all that apply)**

☐ Talk to a Council staff at pop-up stalls or info session

☐ Phoning us

☐ Filling out a survey

☐ Quick online polls

☐ Writting an email or letter

☐ Attending the public forum prior to a council meeting

☐ Participating in a council led online forum or webinar

☐ Commenting on social media posts on the official Council Facebook and Instagram pages

☐ One topic at a time

☐ Multiple topics at once

☐ Other (please specify)

8. For the issues that matter most to you, how involved would you like to be when it comes to Council decision-making and initiatives?

◯ Just keep me informed

◯ I would like to be consulted

◯ I want to actively participate and inform decision making

◯ Other (please specify)

9. Council is committed to engagement that is inclusive and accessible for all, including voices from our Aboriginal and Torres Strait Islander residents, youth, residents with disabilities, older persons and busy working parents.

The Kiama 100 Reference Group is a potential initiative that seeks to appoint 100 community representatives that reflect the diversity of voices in the community to engage with Council on a range of community issues.

Do you think a 100 Reference Group would be a good way for Council to gain insights into the wants and needs of our community?

◯ Yes

◯ No (please specify why not)

10. Do you have any suggestions for how Council can engage more meaningfully with the diversity of voices in our community?

11. Council is responsible to undertake planning and development consistent with the Environmental Planning and Assessment Act 1979 (the Act).

How would you like to be informed about for planning and development matters?

12. What else would you like to tell us?

13. Council publishes a monthly e-newsletter called Kimunico - a wrap on all things Council. Do you receive this?

◯ Yes

◯ No

◯ Not yet, but love to subscribe

14. Please leave your email address if you want to stay updated with our progress and hear how we used your input.