

**Surround Yourself With Ideas
Surround Yourself With Others And Participate**



Narrandera Shire Council

Engagement strategy for the development of the Disability Inclusion Action Plan and linkage to the Community Strategic Plan 2012 to 2030

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Approved by ELT:
Adopted by Council:

CONTENTS

BASELINE DATA	3
Community / Stakeholder Engagement Outcome	3
Project Overview and Legislative Requirements	6
Scope and Timeline	7
Summary of stakeholders and issues	9
Process.....	11
Community Engagement Process – Level of engagement.....	14
FEEDBACK	15
Information required by the community	15
Input needed from the community	15
TECHNIQUES.....	16
Detailed description of the techniques that may be used	16
SUPPORT ELEMENTS	17
Project Schedule.....	17
Budget	17
Personnel Roles and Responsibilities	17
Operational Details	18
Communication Plan.....	18
EVALUATION PLAN FOR COMMUNITY ENGAGEMENT PROCESS.....	19

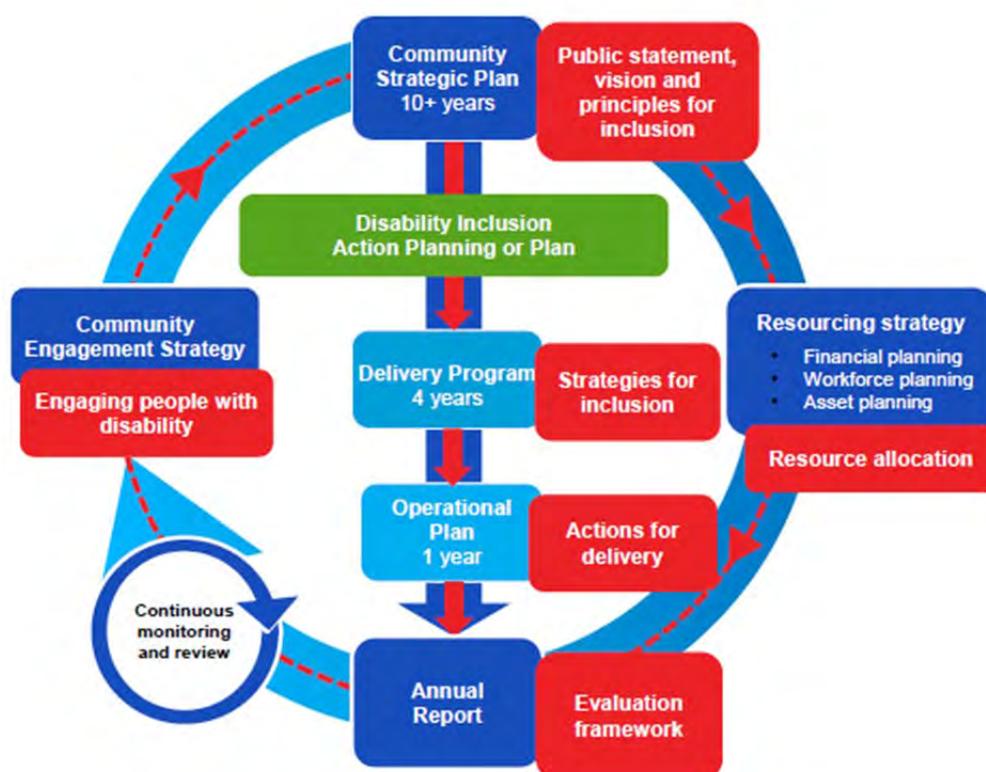
BASELINE DATA

Community / Stakeholder Engagement Outcome

The Community Strategic Plan is the highest level plan that Council will prepare and must contain key local community needs and aspirations and identify the strategic actions necessary to meet those needs and aspirations. The current Plan was adopted by Council on 26 June 2012 and is currently the subject of a review process with any amendments to be adopted by 30 June 2017.

Parallel to the review of the Community Strategic Plan, Council will also be developing its initial Disability Inclusion Action Plan and how it will link to the Community Strategic Plan. This document details proposed engagement strategy to develop the Disability Inclusion Action Plan.

The integrated planning cycle and how Council's disability inclusion action plan can work together is best summarised in the following diagram:



Source: Local Government New South Wales

<http://www.lgnsw.org.au/files/imce/uploads/127/nsw-local-government-disability-inclusion-action-planning-guidelines-5.11.15-2.pdf>

The current Community Strategic Plan encompasses 5 themes:

- A Strong and Resilient Community and Sustainable Environment
- A Growing Economy
- Quality and Sustainable Infrastructure
- Efficient and Responsive Services
- Trusted and Effective Government.

Our Community Vision is that:

'We are a prosperous, diverse and sustainable community built on a deep sense of trust, care and commitment for each other and our environment'.

The recently completed Community Survey showed that 94% were 'somewhat supportive' or greater of this vision and the vision statement is not anticipated to change.

Similarly our 5 themes of the Community Strategic Plan were also discussed during the Community Survey with very strong support for each theme and are therefore also unlikely to change.

Within each theme there are a large number of directives that were also discussed with some amendments likely to occur such as strengthening some and combining others. A sample of the directives discussed during the survey and their importance are:

- A Strong and Resilient Community and Sustainable Environment
 - An inclusive and welcoming community 97%
 - An exciting calendar of events 92%
 - Protection of our native flora and fauna 92%
- A Growing Economy
 - Establish an economy that is well prepared for the future 99%
 - Support the establishment of new businesses & support existing businesses 99%
 - Attract new industry and business to the Shire 97%
- Quality and Sustainable Infrastructure
 - Council managed road network maintained to ensure safety 98%
 - Open spaces and recreation infrastructure that is well developed, managed and improved 97%
 - Community swimming pools infrastructure that is well developed, managed and improved 93%
- Efficient and Responsive Services
 - Health and education services retained and strengthened 98%
 - A safe and protected community 96%
 - Improved methods of communicating services and programs to the community 96%
- Trusted and Effective Government
 - A community that is passionate and engaged 98%
 - A strong relationship between Council and community 98%
 - Engaged partners to achieve community goals 97%.

The final recommendations from the Community Survey are:

1. Understand community expectations/identify ways to actively communicate information about new projects along with ongoing work that the Council is conducting, raising awareness among residents of how resources are being distributed
2. Focus on increasing resident participation across all age ranges in Council consultation processes, promoting the different communication methods through which Councillors and Council staff can be engaged with the community
3. Establish an understanding of community expectations in regards to business and economic development of the area. What actions do residents expect Council to be conducting in order to promote the area, and what trade-offs would they be willing to make with other services in order to finance any changes?
4. Explore in greater detail the willingness of residents to pay higher rates to fund more services, and which services would they want this additional funding to be directed towards.

Although the survey has made the recommendations there are a number of initiatives that are currently in place or being planned that will be included within the revised Community Strategic Plan such as:

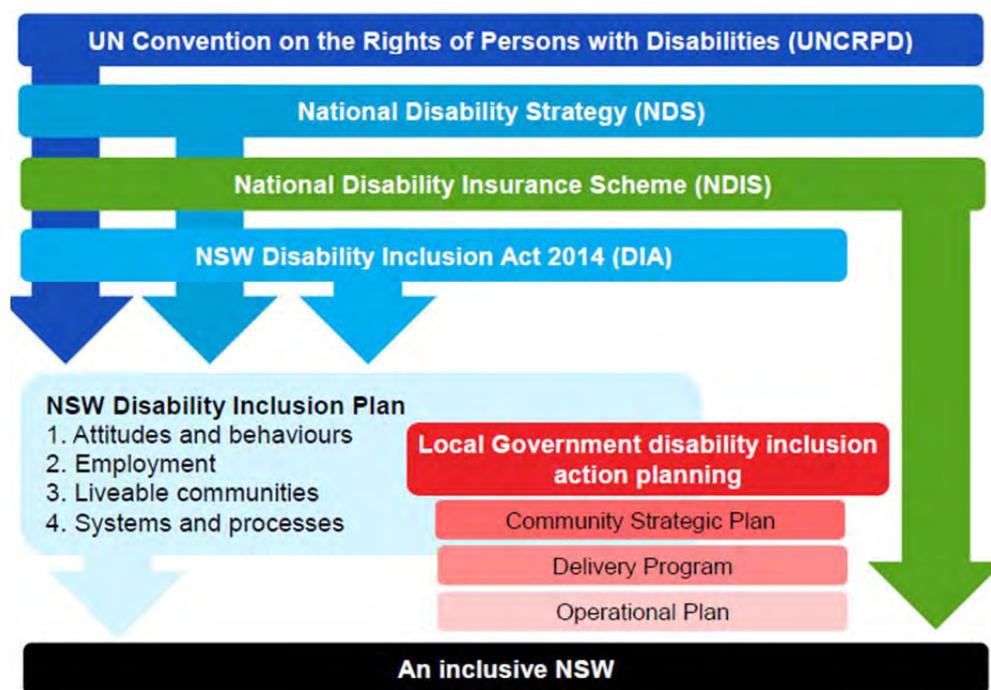
- Development of a Facebook page for Narrandera Shire Council
- A proposed relaunch of Council's website
- Refreshing the business development website
- Tourism website recently refreshed
- Increased focus on media liaison and media release opportunities
- Community 'listening posts' held twice yearly with positive feedback received from the Shire villages
- Mayor and Chief Executive Officer continue to hold a monthly radio session
- Publication of Councillor email and contact information on Council's website
- Use of the community engagement policy
- Strengthened Economic Development Team
- Successes in obtaining grant funding which will enable the development of an economic development strategy
- Being more proactive in advising the community of the work being done by Council to support economic grants and job creation
- Success in obtaining grant funding to work in partnership with Narrandera Shire businesses, tourism operators and local industries to develop a 'buy local' strategy and campaign.

Project Overview and Legislative Requirements

The NSW Government is committed to disability inclusion to build a strong and equitable community that supports the fundamental right of choice for people with a disability. People with a disability must be provided with the same right to choose how they live their lives, to access opportunities and enjoy the benefits of living and working in our society as all residents do. This belief underpins the disability inclusion planning within the NSW Local Government sector to ensure that local services, facilities and programs provided by Council are inclusive.

The principles by which Council must comply have United Nations origins with NSW Local Government required to incorporate these principles within its reporting framework by 1 July 2017:

- 2008 the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) was ratified by Australian
- 2012 the National Disability Strategy (NDS) was developed in partnership with Commonwealth, State, Territory and Local Governments
- 1 July 2013 the National Disability Insurance Scheme Act 2013 (NDIS) commenced
- 3 December 2014 the NSW Disability Inclusion Act 2014 (DIA) commenced
- 1 July 2017 NSW Local Government must include Disability Inclusion Action Planning (DIAP) within its Integrated Planning & Reporting (IP&R) framework



Source: Local Government New South Wales

<http://www.lgnsw.org.au/files/imce-uploads/127/nsw-local-government-disability-inclusion-action-planning-guidelines-5.11.15-2.pdf>

Scope and Timeline

Aligning the DIAP to the IP&R framework means that the DIAP and the CSP are drawn together by the following linkage:

- Acknowledgment of the 4 key focus areas identified within the NSW Disability Inclusion Plan in the opening pages of the CSP and the DIAP
 - attitudes and behaviours – develop a positive and inclusive community
 - liveable communities – applying the principles of universal design
 - meaningful employment – supporting both economic and employment opportunities
 - systems and processes – easier access to systems and services for people with a range of disabilities
- Statement of commitment to accessibility and inclusion promoting equal rights for all to be incorporated into the opening pages of the CSP and the DIAP
- Vision for inclusion to be communicated across Council such as Councillors, Staff, other stakeholders and the broader community to be incorporated into the opening pages of the CSP and the DIAP
- Principles of inclusion that outline Council's specific approach given its operating environment, local community and staff profile to be incorporated into the objectives of the CSP, the Delivery Program (DP) and the DIAP
- Community and staff disability profile to demonstrate inclusiveness as well as identify priority areas and population groups to be included within the annual report also the Workforce Strategy
- Policy and legislative context including provisions and standards for people with disability that apply to Council to be included within the DIAP and the DP
- Inclusive consultation strategy that directly engages with the disability community of all ages to identify real life solutions for inclusion to be encompassed by the strategy for the parallel review of the CSP
- Strategies and actions for inclusion of people with disability that address each of the for focus areas of the NSW Disability Inclusion Plan to be incorporated into the strategies and actions of the CSP and the DP
- Resourcing for actions including responsibility and budget allocation to be incorporated into the Resourcing Strategy inclusive of Long Term Financial Plan, Workforce Strategy and Asset Management Plans

- Evaluation including monitoring, reviewing and reporting that address key performance with which measurable outcomes can be gauged to be included within key performance indicators, targets, measurable outcomes which are included within the quarterly Delivery Program review as well as the Annual Report and End of Term Report

In addition to the linkage mechanism, the process will of course encompass the basics of community engagement by the use of:

- Principles of social justice
 - equity in that there will be fairness in the decision making, prioritising and allocation of resources
 - everyone will have fair opportunity to participate in the future of the community
 - the process will take care to involve and protect the interests of people in vulnerable circumstances
 - access in that all people will have fair access to services, resources and opportunities to improve their quality of life
 - participation in that everyone will have the maximum opportunity to genuinely participate in decisions which affect their lives
 - rights in that equal rights will be established and promoted, with opportunities provided for people from diverse linguistic, cultural and religious backgrounds
- Clear, relevant and timely communication
 - participants will have timely access to relevant 'plain English' information
- Transparent decision making
 - provision of clear feedback and reporting that links the engagement process to the decision making processes
- Inclusiveness
 - identify all relevant stakeholders, understand their needs and respect their beliefs and contribution that they can bring to the engagement process
 - create an environment that encourages diverse participation and allows connection between participants
- Collaboration and cooperation
 - participants are to be encouraged to appreciate each other's perspectives and to seek mutually beneficial outcomes

- Integrity
 - build trust during the process by identifying shared benefits and outcomes beyond any potential self-interest
 - the use of different engagement methods to be tailored to each target group

It is anticipated that the consultation phase shall commence mid October 2016 and conclude mid to late November 2016 with a draft version of the proposed CSP and DIAP presented to Council in December 2016.

The exhibition versions of the proposed CSP and the proposed DIAP are intended to be presented to the February 2017 meeting of Council and if approved shall be placed on public exhibition for a period of 28 days seeking public comment.

Following the consideration of any submissions received the final version of the CSP and the final version of the DIAP shall be presented to the April 2017 meeting of Council for adoption.

Summary of stakeholders and issues

Stakeholder groups	Issues they may be concerned about
Councillors	<ul style="list-style-type: none"> • actions that deliver results • improved action monitoring • improved community satisfaction with Council • budgetary implications • political implications • demographics • Fit For The Future
Council Staff	<ul style="list-style-type: none"> • actions that deliver results • improved action monitoring • improved community satisfaction with Council • demographics • Fit For The Future • building design and retrofitting • capital costs • ongoing costs • opportunity to generate own source revenue • resources to manage and maintain • expected levels of satisfaction could exceed what is possible • cost shifting from higher levels of government

<p>Community as a whole inclusive of:</p> <ul style="list-style-type: none"> • Residents of Barellean, Binya, Grong Grong, Kamarah, Narrandera and Sandigo (including surrounds) • Businesses of Barellean, Binya, Grong Grong, Kamarah, Narrandera and Sandigo (including surrounds) • Identified service providers such as Kurrajong Waratah • Schools by meeting with the School Student Council and executive staff • Families by attending NOOSH, Narrandera Little Connections Playgroup and other such entities • Sporting and recreation groups • Users of mobility aides • Hearing impaired 	<ul style="list-style-type: none"> • issues unique to localities either where people live or work • planning • building design • housing • access and mobility • health services • children services • youth services • family spaces • sporting venues • recreational needs • employment opportunities
<p>Murrumbidgee Local Health District</p>	<ul style="list-style-type: none"> • funding • access to facilities
<p>Healthcare providers</p>	<ul style="list-style-type: none"> • funding • access to facilities
<p>Federal or State Government Agencies</p>	<ul style="list-style-type: none"> • limited funding • demographics
<p>Non-Government Agencies and Organisations</p>	<ul style="list-style-type: none"> • limited funding • demographics

Process

Process Steps	Comments
<p>1. Brief outline of the engagement</p>	<p>Engagement in the review of the CSP shall be an inclusive process and observe the following core elements of the standard developed by the International Association for Public Participation (IAP2):</p> <ul style="list-style-type: none"> • those that are affected by a decision have a right to be involved in the decision making process • a commitment that the public's contribution will influence the outcome • recognising and communicating the needs and interests of all participants, including those of the decision makers • seek out and facilitate participation of those persons, groups or communities that may be potentially affected by a decision • participants have the opportunity to determine the way or ways with which they can provide input • providing participants with a meaningful way in which to contribute • at the conclusion of the engagement process, communicate to the general community how participant input has influenced the decision making process. <p>Preliminary discussions have taken place on a 'catch phrase' for the review process of the CSP such as 'Surround Yourself With Ideas' or 'Surround Yourself With Others And Participate' but this has not yet been finalised; also some discussion has been had using say a large styrofoam sphere where suggestions can be pinned therefore allowing people that do not like speaking in public or are in a hurry to have input.</p> <p>It is proposed that the face-to-face engagement will be by a PowerPoint presentation that introduces the concept of 'Integrated Planning' and how it forms an integral part of the Local Government Act, 1993 and the requirement for Council to have a DIAP and its linkage.</p> <p>It is then proposed to summarise the current objectives and strategies within the CSP that support the proposed DIAP and work on making them more relevant.</p>

	<p>Examples of combining strategies and actions also the strengthening of these phrases would be provided and based on the number of participants, perhaps groups could be formed to examine each theme with facilitators moving from group to group to facilitate discussion.</p> <p>The suggested strategies and actions determined by the participants would then be further assessed as to how outcomes could be best measured.</p> <p>Each session would conclude with a Q & A on the CSP and the DIAP with matters that are unable to be resolved at the meeting recorded with a commitment that an answer shall be made publicly available in due course.</p>
<p>2. Gather information – how?</p>	<p>Information gathering is intended to be received by:-</p> <ul style="list-style-type: none"> • presentation to Executive Leadership Team (ELT) mid September 2016 • presentation to Senior Management Team (SMT) late September 2016 • face-to-face presentation to all staff at next breakfast function • CSP overview presentation to Council workshop September 2016 • CSP review presentation to Council workshop October 2016 with an accompanying report to be submitted to the ordinary meeting • face-to-face presentations to the community promoted by media releases, advertisements, posters in strategic locations, Council's website, proposed Facebook page and by community radio • face-to-face presentations to identified groups promoted by direct contact • guest attendance by the review facilitator at groups that meet regularly • use local print media and community radio to both inform and gather • a number of listening posts in strategic locations where it is intended to use a number of 'pull up banner posters' to promote discussion • eventual public exhibition of the revised CSP seeking feedback • information gathering sessions could be enhanced by the presence of the new Councillors for a meet and greet.

<p>3. Establish decision criteria (if appropriate)</p>	<p>Is the proposed engagement based on the social justice principles of equity, access, participation and rights?</p>
<p>4. Develop and evaluate options (if appropriate)</p>	<p>Proposed engagement evaluation options:</p> <ul style="list-style-type: none"> • presentation relevant to the target audience • venues accessible by members of the community • materials are readily available to the community and written in 'plain English' format • strategies in place to deal with dominant participants and encourage participation by all present • materials available to record discussions for use at a later date • facilitator has adequate support people to manage the process • key individuals available to answer questions • assurance to participants and the wider community that regular updates on progress and eventual outcomes will be provided.
<p>5. Make recommendation (if appropriate)</p>	<p>The Project Manager is Craig Taylor with Sue Killham to be the key support officer.</p> <p>The facilitator and presenter is proposed to be Lyn Davies.</p>
<p>6. Inform stakeholders of outcome following Management and/or Council decision</p>	<p>Methods include:</p> <ul style="list-style-type: none"> • Council reports • media releases • exhibition of proposed and adopted documents both on Council's website and hard copies placed at strategic locations • Facebook posts • use of local print media and community radio • personalised emails or correspondence where necessary.

Community Engagement Process – Level of engagement

The level of community engagement may vary at each step. The level of engagement is identified and the process summarised below:

Decision Process Steps					
Step 1 Outline of engagement	Step 2 Gather Information	Step 3 Establish Decision Criteria (if appropriate)	Step 4 Develop and evaluate options (if appropriate)	Step 5 Make recommendation (if appropriate)	Step 6 Inform stakeholders of outcome
<p>Familiarity with IAP² concepts.</p> <p>Develop a 'catch phrase'.</p> <p>Discuss ways to encourage participation of the silent majority.</p> <p>Develop a presentation that can be tailored to the target audience introducing the topic and what outcomes are being sought.</p> <p>Facilitate participation and take notes.</p>	<p>Consult with Councillors, ELT, SMT, broader staff members, the wider community, identified groups, town and villages and localities across the Shire.</p>	<p>Are the principles of equity, access, participation and rights addressed?</p>	<p>Target the relevant audience.</p> <p>Material easily accessible and readable in 'plain English' format.</p> <p>Strategies in place to promote participation by all present.</p> <p>Commitment to participants that feedback shall be provided to the decision makers.</p> <p>Commitment to participants that they shall be advised of the outcomes in a number of ways.</p>	<p>Proceed to engage Lyn Davies as the core facilitator for the engagement process.</p>	<p>Information to stakeholders to be disseminated using various mediums such as:</p> <p>Council reports</p> <p>Media releases</p> <p>Exhibition of proposals and adopted documents both on Council's website and in hardcopy at strategic locations</p> <p>Facebook posts</p> <p>Personalised emails or correspondence where appropriate.</p>

Level of Engagement as per the IAP2 Spectrum



INFORM

- Sharing information between council, community members, community groups and agencies to come to a mutual understanding on an issue. Everyone is informed and able to take responsibility for their own decisions and actions.

CONSULT

- Sharing information, questions or positions to obtain ideas, feedback and knowledge or to assist stakeholders to have an understanding of objectives and expectations.

INVOLVE

- Building connected networks and relationships, ownership and trust through active involvement

COLLABORATE

- Partnering with community groups to support action, including developing alternatives and identifying a preferred solution.

EMPOWER

- Individuals and communities have capacity to understand risk, accept responsibility and implement initiatives.

FEEDBACK

Information required by the community

Based on the approved engagement process, it is anticipated that the following information will be required by the community:

- what is integrated planning and what is the proposed Disability Inclusion Action Plan
- why are they so important
- what can I do to participate
- how do I know my comments will be heard
- who monitors the strategies and actions
- how will I be informed of outcomes
- how does this information relate to both State and Federal plans

This will all be addressed during the presentations with documents such as the Premier's Priorities.

Input needed from the community

For community engagement to work effectively, Council will require input from the community which will be available in the following ways:

- recent community survey will be a valuable resource
- workshop participation will be invaluable

- discussion with key target audiences will be invaluable
- listening posts and feedback from other means will be a valuable source of information

TECHNIQUES

Detailed description of the techniques that may be used

As the information sought and the level of engagement desired will vary at different steps throughout the community engagement process, a range of techniques can be used.

Determine the most appropriate techniques for your engagement

Engagement action	Techniques that may be used	Communication Methods to be used at each stage
Gather information	<ul style="list-style-type: none"> • media releases • Council reports • paid advertising both in the local print media and on community radio • public participation forums • identified group discussions • guest attendance at groups that meet regularly • data from Australian Bureau of Statistics 	<ul style="list-style-type: none"> • encourage community feedback by correspondence and submissions • encourage debate amongst Councillors • encourage stakeholder participation at organised forums
Establish decision criteria (if appropriate)	<ul style="list-style-type: none"> • principles of social justice adhered to 	<ul style="list-style-type: none"> • familiarity with IAP² practices
Develop and evaluate options (if appropriate)	<ul style="list-style-type: none"> • ensure that the material is suitable for the targeted audience 	<ul style="list-style-type: none"> • evaluate feedback • provide linkage to other relevant documents • report to ELT • report to SMT • report to Council
Make recommendation (if appropriate)	<ul style="list-style-type: none"> • ensure facilitator has abilities required to undertake such extensive consultation 	<ul style="list-style-type: none"> • ensure good communication skills in the delivery of presentations
Inform stakeholders of outcome	<ul style="list-style-type: none"> • media releases • Council reports • paid advertising both in the local print media and on community radio • personalised emails or written correspondence 	<ul style="list-style-type: none"> • Adopted documents placed on Council's website also hard copies placed at strategic locations

SUPPORT ELEMENTS

Project Schedule

It is anticipated that the consultation phase shall commence mid September 2016 and conclude mid to late November 2016 with a draft version of the proposed CSP presented to Council in December 2016.

The exhibition versions of the proposed CSP and the proposed DP are intended to be presented to the February 2017 meeting of Council and if approved shall be placed on public exhibition for a period of 28 days seeking public submissions.

Following the consideration of any submissions received the final version of the Community Strategic Plan and the final version of the Delivery Program shall be presented to the April 2017 meeting of Council for adoption.

Budget

Allocation 2016-2017 \$20,000

Expenses

Wages	\$ 2,067 Lyn Davies 15/E Casual \$41.35/hour (5 hr / week for 10 weeks)
	\$ 5,000 Craig Taylor
	\$ 2,000 Susan Killham
Advertising of events	\$ 1,000
Travel	\$ 1,000
External event attendance	\$ 1,000
Catering	\$ 1,000
Venue Hire	\$ 1,000
Publication	<u>\$ 2,000</u> if external publisher required
	\$16,067

Personnel Roles and Responsibilities

Project Manager – Craig Taylor

Key support officer – Susan Killham

Facilitator / Presenter – Lyn Davies

Operational Details

The project is to be managed internally by Council staff with support from a casual employee along with support from an external presenter to mediate/adjudicate and the community presentations.

Printing and the dissemination of information is proposed to be managed internally by Council staff using available resources.

Whilst the final documents could be professionally published it is believed that documents of suitable quality can be produced in-house.

Communication Plan

The proposed communication plan includes:

- presentation to ELT mid September 2016
- presentation to SMT late September 2016
- face-to-face presentation to all staff at next breakfast function
- CSP and DIAP overview presentation to Council workshop September 2016
- CSP and DIAP review presentation to Council workshop October 2016 accompanied by a report to be submitted to the ordinary meeting
- face-to-face presentations to the community promoted by media releases, advertisements and posters in strategic locations, Council's website and proposed Facebook page
- face-to-face presentations to identified groups promoted by direct contact
- use local print media and community radio to both inform and gather
- a number of listening posts in strategic locations where it is intended to use a number of 'pull up banner posters' to promote discussion
- eventual public exhibition of the revised CSP seeking feedback.

EVALUATION PLAN FOR COMMUNITY ENGAGEMENT PROCESS

A review will be undertaken at the conclusion of the community engagement process and should answer the following:

1. The process - Did we identify the correct stakeholders, were their needs met, were the correct techniques selected and were they implemented correctly?
2. The outcome – What was the result, were the public satisfied, what was their impact on the decision-making process, what was the program's overall value and what did we learn?