

LAKE TALBOT POOL MASTER PLAN STAKEHOLDER/COMMUNITY ENGAGEMENT PLAN

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Approved by ELT: 5 December 2016
Adopted by Council: TBC

Narrandera Shire Council

COMMUNITY / STAKEHOLDER ENGAGEMENT PLAN

BASELINE DATA

Community / Stakeholder Engagement Outcome

To provide objective information to help stakeholders and community understand the issues, options and solutions.

To work with stakeholders to ensure that their concerns and needs are understood and considered.

Project Overview

In January 2016 Council resolved to investigate the development of Hydrotherapy and/or a Heated Pool Facility. RMP & associates were commissioned to prepare a baseline feasibility report.

In May 2016 Council resolved to develop a Master Plan of Lake Talbot pool complex that would provide options to determine the feasibility and costs in incorporating a heated pool at Lake Talbot pool complex and provide assessments of the existing infrastructure.

Scope

To develop a Master Plan for the Lake Talbot pool complex that considers

- assessment of existing infrastructure for future redevelopment & refurbishment
- inclusion of an indoor heated program pool at the Lake Talbot Pool site

Timeline

Jun-Oct 2016	Draft Master Plan developed with consultant
Nov 2016	Draft Master Plan was presented to Council workshop
Dec 2016	The Draft Master Plan will be presented to the December 2016 Council meeting for endorsement to be issued for stakeholder engagement
Jan-Mar 2017	Stakeholder engagement process
Apr 2017	Final Master Plan presented to Council

Stakeholders and issues

Stakeholder	Issues/Opportunities
Existing Pool users incl. swim clubs, learn to swim teachers	Needs are met. Identify opportunities heated pool could offer
Sporting groups/Fitness groups	Opportunity to conduct fitness activities
Health industry Physio/Doctors/Community nurse	Needs of people recovering from injuries are met
People with disabilities	Access needs are met, opportunity for social and fitness activities
Residents who use the pool	To have a safe, pleasant, convenient experience every time they come to the pool.

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Stakeholder	Issues/Opportunities
Visitors to the area	Have a favourable impression of the Narrandera and so may repeat their visit; have their needs met
Children and Young people	To have a safe, enjoyable experience every time they come to the pool
Seniors	To have a safe, enjoyable experience every time they come to the pool
Tourism & Economic Development staff (LT Tourist Park operator)	To have facilities to promote to visitors
Aboriginal community	To feel safe and included
Lake Talbot & Environs 355 Committee	To be able to achieve their committee's goals

Process

Process Steps	Comments
1. Brief outline of the engagement	Create a stakeholder reference group (SRG) with key stakeholders as members Provide opportunity for interested community to comment on draft master plan.
2. Gather information – how?	Hold workshop with SRG to present the draft Master Plan and gather feedback Contact key stakeholders to identify needs and opportunity for heated pool (if not part of SRG) Use media to notify community that master plan on display and to invite comment
3. Establish decision criteria (if appropriate)	Not applicable
4. Develop and evaluate options (if appropriate)	Review internally with key staff
5. Make recommendation (if appropriate)	Recommendation to Council as part of final master plan
6. Inform stakeholders of outcome following Management and/or Council decision	Contact SRG members & key contributors in writing of outcome Media release for wider community

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:

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Decision Process Steps					
<i>Step 1 Outline of engagement</i>	<i>Step 2 Gather Information</i>	<i>Step 3 Establish Decision Criteria (if appropriate)</i>	<i>Step 4 Develop and evaluate options (if appropriate)</i>	<i>Step 5 Make recommendation (if appropriate)</i>	<i>Step 6 Inform stakeholders of outcome</i>
Inform	Involve	n/a	Inform	Inform	Inform

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.

Information required by the community

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

- Proposed master plan showing estimated cost and proposed staging

Input needed from the community

For community engagement to work effectively, Narrandera Shire Council requires input from the community:

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- Does the proposed master plan meet their needs?
- What are the community's priorities to be addressed?
- Are their opportunities to utilize the proposed heated pool?

TECHNIQUES FOR THE LEVEL OF ENGAGEMENT CHOSEN AT EACH STEP

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 name	Techniques that may be used	Communication Methods to be used at each stage
Gather information	Establish stakeholder reference group Display draft master plan	Workshop/Meeting Media stories Direct contact Display at pool Council website
Establish decision criteria (if appropriate)	n/a	
Develop and evaluate options (if appropriate)	Assess information internally	Meeting/Minutes
Make recommendation (if appropriate)	Will form final Master Plan	Council report
Inform stakeholders of outcome	Direct contact Media release	Letter/e-mail Newspaper/Radio

SUPPORT ELEMENTS

Project Schedule

- January - Invite identified stakeholders to form stakeholder reference group
- February - Conduct workshop with stakeholder reference group
- February - Invite wider community to provide feedback on the draft master plan
- Feb/Mar - Review feedback and make any changes
- March - Prepare report for Council
- April - Inform stakeholders of final outcome

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Budget

\$32,000 - includes the cost to develop the Master Plan.

Personnel Roles and Responsibilities

Roles	Responsibilities
Councillor	Act as a representative, informed and responsible decision maker in the interests of its community
Deputy General Manager Infrastructure	Executive Champion
Manager Project & Assets	Overall project manager
Project and Asset Engineer	Support the Project Manager and communicate within the organisation
Stakeholders	Participate in facilitation activities

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?