

Draft Community Engagement Policy Consultation Feedback

SURVEY RESPONSE REPORT

13 June 2019 - 28 August 2024

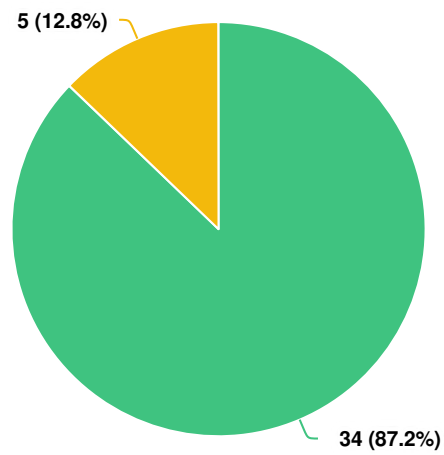
PROJECT NAME:

Draft Community Engagement Policy Consultation



SURVEY QUESTIONS

Q1 | Do you support the draft Community Engagement Policy?



Question options

☒ Yes ☐ No

*Mandatory Question (39 response(s))
Question type: Radio Button Question*

Q2 What can be included or changed for you to support the policy?

Screen Name Redacted

11/01/2019 10:11 AM

How the Council deals with conflict of interest beyond the normal declaration at Council meetings.

Screen Name Redacted

11/04/2019 02:53 PM

It does not seem to be inclusive of people who speak English as a second language. The policy states that it will be in plain english and seek a diverse group of people for feedback, however it does not mention including information in languages other than English. This is not inclusive. World cafe/Focus groups- should be conducted by an external facilitator to maximise on feedback groups not having any bias from CCC staff.

Screen Name Redacted

11/06/2019 05:52 PM

Having made submissions before and witnessed what happens in council meetings I am very sceptical that any community engagement would be of any real use to anyone especially when you have a general manager and councillors who have closed minds to anyone who might put an opposing view.

Screen Name Redacted

11/17/2019 09:28 PM

"Day-to-day operational decisions" are listed under the exceptions. I wasn't able to find their definition.

Screen Name Redacted

11/27/2019 03:36 PM

Inadequate and timely use of consultation tools to engage communities as Tasmanian Councils endeavor to manage planning changes, economic policies of governments and population growth is now of concern to communities all over Tasmania. Does the purpose of the policy clearly articulate this? This policy is using all the right 'policy speak'. Does it need to elaborate on what this all means for the community in its real world experience? Does the 'Your Say Clarence' consultation tool used exclusively, include community members without a computer or of non English speaking backgrounds? Council decisions affect the liveability, safety, well-being and happiness of the community. Are these concepts mentioned in the policy? Communities AND stakeholders are mentioned. The community IS a stakeholder. All face gains or loses according to decisions made by a Council. Cultural values of community can be put at risk by Council decisions. Such as loss of accessible reserves, parks, public open space and vistas. Policy states 6. EXCEPTIONS but does not clearly state what the Council will consult with the community about and at what stage. Policy does not state what the community want for the City of Clarence. This is crucial for team building and shared decision making. Community

redefined as 'a number of people having common ties or interests, living in the same place and subject to the same laws, people of a district or town? How do ratepayers fit into the definition of community as financial supporters of local government? Who decides which consultation tools 'best fit' different consultations? Is the commitment described in the Strategic Plan 2016 - 2026 relating to community engagement actually happening given what I believe to be the spectacular failures of Bellerive Oval, Bellerive Beach Park, Kangaroo Bay and Rosny Hill. A lot of work has obviously been put into the Guide to Planning for Community Engagement and this is a great start to Council's transition towards world class leadership in consultation.

Mandatory Question (5 response(s))

Question type: Essay Question

Q3 | Comments on the policy:

Screen Name Redacted

10/31/2019 05:32 PM

Be hard not to agree with it, full of good sentiments, so a good start. The transparency is the key - this needs to be more than fine words. As a document is sounds more aspirational than concrete but maybe that is what they always sound like.

Screen Name Redacted

10/31/2019 05:38 PM

It appears well intentioned and inclusive.

Screen Name Redacted

10/31/2019 07:27 PM

World cafe... Sounds like a huge waste of time

Screen Name Redacted

11/01/2019 12:29 PM

Thank you for the opportunity to comment. I've been involved in about 6 Clarence Council consultations and I've been very disappointed with most of them. I am sure the will to consult is there within the organisation but there are several things that prevent really good consultation happening at this Council. 1. There is no giving respondents proper information at the beginning of the consultation. It is invariably a 'what do you think', usually for people who have no idea of the facts and evidence. Council has to educate, inform people first before an informed comment can be made 2. The Council never does a fact check on the problems and issues raised and feeds these back. For example, a respondent can say 'its a death trap at FirstSt/Second St". The Council should check the actual problem, if it isnt a problem then make sure this is covered in the consultation feedback. 3. On then having the problem (s) definition for the consultation study, the Council then never properly articulates for the

respondents what the options for improvement are and how the Officers have come to these, and importantly how they have evaluated the cost effectiveness of them. So, for example, a footpath is needed for a trail - there are three options - the status quo, a gravel path, a concrete path. The Council should show respondents how they did the due diligence project evaluation. Usually a project solution is plucked out of thin air by Officers and so scrutiny of the process they used is not possible to follow. 4. The final awful way that Clarence consults is that there is never a feedback to respondents of the draft final report and detailed recommendations to comment upon. A resident usually finds out on the morning that a work crew sets up in their street to do a project. Then that annoys/frustrates/infuriates the ratepayer because there was no follow through about the results of the consultation study. 5. Finally, the due diligence aspects of Clarence consulting are highly suspect. Clarence should always make sure a report with proposed projects is sent to a Committee of Aldermen and full Council and also sends out that report to respondents before the meeting so that they are fully informed what the final proposal is and they still have a chance to contact Aldermen if they feel the Officers have got it wrong, or misunderstood an issue, or not properly assessed something. Aldermen then can have the opportunity to question Officers about the report and projects at those formal meetings. That puts everything on the record also. I find with Clarence Council that some Officers do consultation because they think they should. Not because it is such a vital, fantastic way of drawing on high IQs, vast experience and knowledge and qualifications out there in the community that if properly informed and engaged with can lead to a much better outcome for Council. Great community engagement can give better more effective projects and outcomes. That is why organisations consult, not because they have to, because they genuinely see the benefits of consulting. I would encourage you to look at best practice consultation for example a current topical one is the Productivity Commission's Mental Health inquiry. You can follow through the vital steps of Informing people, getting their views, consolidating this into a draft report and recommendations, sending this out to respondents again for comments back, and leading to a final report. That's the way to do it. The final, final thing is recognising when people in the community have expertise and placing appropriate value. If someone has a masters in traffic engineering and they are commenting to you on road safety for example, you give that higher weighting. It is this way in a court of law where an expert has weighting given to opinions. A non expert usually has zero weighting given. So, part of your consultation process should be to ascertain if respondents do have acknowledged expertise. For these comments above. I have 35 years experience in local government in intensive community consultation, an honours degree in engineering and two post grad qualifications in Traffic and Management. And the highest certificate qualification in

Community Engagement from IAP2. 25 years as Manager Traffic Engineering at 3 Councils.

Screen Name Redacted

11/01/2019 06:09 PM

I have been communicating with council on and off since moving here 15 years ago. Now I don't bother. Any request for action to council (and to the mayor) results in terse, 'how dare you' responses of the rubber stamp variety. By that I mean you get the same form letter response no matter how you word your letter. Questions go unanswered, criticisms are swept aside. Why would you bother? In the meantime, issues that should be addressed are ignored, even when they involve public safety. I have letters from Council that contain blatant lies to justify not doing anything. You can have as many communication policies as you like with lists of things that council will do to carry them out. If you are not going to adhere to your policies why bother? Example: The foreshore in Pipeclay Lagoon at Cremorne is eroding at a great rate and has been for many years. Yet despite Council's obligation to protect the flora and fauna therein, you procrastinate over doing anything about it other than providing excuses about how and when the problem will be addressed. Clarence City Council credibility = 0

Screen Name Redacted

11/03/2019 01:32 PM

While I support the policy, it has to be enacted in accordance with that policy, and I do not feel this has been the way some members of the Council have behaved in the past. Transparency and consultation are important in running the Council.

Screen Name Redacted

11/03/2019 04:26 PM

Some of the language is not specific enough. It needs crispness and clarity of interpretation. I have incorporated suggestions and will email to clarence@ccc.tas.gov.au

Screen Name Redacted

11/04/2019 11:47 AM

The odds that a dozen or so people can really know what is best for the residents of a municipality are not great, so the fact that thinking people within the community would be able to contribute opinions and ideas would be a huge benefit.

Screen Name Redacted

11/04/2019 02:53 PM

It would be good if the policy could state how the feedback method is determined and why so that the feedback method for each engagement opportunity is justified on why particular decisions have been made.

Screen Name Redacted

11/04/2019 05:44 PM

There could be indications of methods for community engagement

Screen Name Redacted

11/05/2019 03:15 PM

I appreciate the increasing use of social media and mixed consultation models.

Screen Name Redacted

11/05/2019 08:19 PM

I think this is long overdue. I work at the HCC and regularly undertake community engagement activities as part of the project planning process. I believe This policy will help staff and community members in holding our elected members accountable. Well done Clarence staff for getting this up!

Screen Name Redacted

11/06/2019 02:54 PM

We need to stop the secrecy behind major developments!

Screen Name Redacted

11/06/2019 05:52 PM

Sounds all very nice to want to engage the public, but in reality the public has no say. The only way to have any real influence is to get elected as a councillor.

Screen Name Redacted

11/06/2019 07:28 PM

Ways to involve different groups to ensure everyone is aware of plans and can have their views heard

Screen Name Redacted

11/14/2019 08:30 PM

Helps engagement and transparency

Screen Name Redacted

11/18/2019 01:15 PM

Nice and concise. Easy to understand.

Screen Name Redacted

11/23/2019 04:09 PM

Only in theory. Obviously council needs a community engagement policy with much better consultation than currently with the community. However this draft plan has been developed without any community consultation as to what we feel is required to begin to build a better relationship and regain the lost trust. The words and ideals expressed sound ideal as if in a perfect world, sadly past actions make us very sceptical. This is merely a tick the box requirement.

Screen Name Redacted

11/27/2019 03:36 PM

I am concerned about the timing of this consultation- open, under review, policy adopted mostly during end of year rush and holiday down time for the community - completed by early 2020. I am particularly concerned that the 'under review' process does not include a group of community members. With my experience I would like to be involved and I'm sure other members of the community would also.

Screen Name Redacted

11/28/2019 02:53 PM

I absolutely support the council in being inclusive and approachable for the community who live here! In particular, I would love to see the council engaging with the community to help meet their needs around sustainability, responsible waste management and waste reduction, and climate action. Many thanks

Screen Name Redacted

11/28/2019 07:46 PM

Sustainability standards and goals need to be considered and present in all Council dealings.

Screen Name Redacted

11/29/2019 10:16 AM

My main wish is to see the Council actually adhere and follow all these fine-sounding ideas and recommendations for community consultation. At present only lip-service appears to be given to community consultation, especially on major development proposals that will affect large numbers of the community, particularly regarding use of public land, and where the developers/proponents appear to have been handed the duty of 'public consultation' which in the case of two recent cases I have been to (Rosny Hill and Boulevard) have been very inadequate, and one is left feeling that there was really no point in attending - and where were the Council members?? Where was evidence of the Councillors' awareness/interest of what the community was feeling about the developments, and awareness of the spin that the developers were putting forward, on an individual basis, to each community member present? They were 'Information Sessions' only, without the chance of the community as a group having any say at all. Very much 'divide and conquer', in a way that left community members feeling unheard and ineffectual. I hope the Council consultation policy, with all its suggested Tools, rectifies this. It is just not good enough, and a complete ducking of responsibilities by the Council. Points in Draft Policy document - 6. Exceptions to Community Consultation. What are 'day-to-day operational decisions? Please spell out. 'Where Council is not controlling or managing the consultation'. Please define better/re-word. This seems to be a circular/self-fulfilling statement, in terms of what I have said above. Council currently does NOT appear to be 'controlling or managing' consultations on major developments. 8. Consultation tools. I would definitely recommend community involvement, through membership and active participation, in whatever sub-committees and forums are being proposed. This would help ensure transparency and the building of trust by the community in the Council, something which appears lacking at present. The growing trend to rely on web-based consultation and 'have your say' platitudes via social media, leaves me, and I would guess a large number of the community who do not have computer access, feeling disempowered and not able to be involved. It is like communicating with a blank wall where you have no

idea whether anyone is listening. There needs to be a strong balance between use of all these tools, with much more emphasis on face-to-face contact with councillors and developers in well-advertised public meetings. If the Council is concerned about not wanting public meetings because they lead to people getting stirred up by development proposals etc, then they are very possibly the wrong proposals for the community anyway and SHOULD be discussed and worked through in a public forum, where there is transparency and no hiding behind jargon and words on social media and web-based chats. Please consider these statements as being from someone who wholeheartedly believes in community consultation and thinks that the Tools proposed are very good - just as long as they are actually used in a balanced and equitable way.

Screen Name Redacted

11/29/2019 04:47 PM

I think the policy would be strengthened by the addition of an assurance that council will provide information during consultation, on how the proposal contributes to the creation of a sustainable city. The local environment and the climate (through greenhouse gas emissions) could be considered stakeholders of sorts, and are not acknowledged in this policy. Also, in this policy public consultation is initiated on councils terms. There should be an inclusion of a formalised pathway for members of the community to request public consultation on a proposal, at any stage, if the council has not already done so. Thank you for consideration

Screen Name Redacted

11/29/2019 04:59 PM

I would like to see opportunity for the community to propose a consultation on certain issues, rather than council determine when consultation can occur. Whether the community proposal can determine at what stage the consultation happens or if more consultation is required.

Screen Name Redacted

11/29/2019 05:16 PM

It would be good to see mention in the policy statement of incorporating the UN's Sustainability Development Goals to fulfil Councils environmental obligations in addition to statutory and fiduciary obligations in accordance with relevant legislative requirements. Forward thinking and planning rather than simply complying what existing laws ask for.

Optional question (25 response(s), 14 skipped)

Question type: Essay Question