

REPORT



Frankston 10 Year Asset Plan

Community Panel Outcomes Report

5 April 2022

Prepared by Capire Consulting Group on behalf of Frankston City Council

capire

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Unless otherwise stated, all feedback documented by Capire Consulting Group and any person(s) acting on our behalf is written and/or recorded during our program/consultation activities.

Capire staff and associates take great care while transcribing participant feedback but unfortunately cannot guarantee the accuracy of all notes. We are however confident that we capture the full range of ideas, concerns and views expressed during our consultation activities.

Unless otherwise noted, the views expressed in our work represent those of the participants and not necessarily those of our consultants or our clients.

Definitions

The following lists the key definitions for common terms used in the design and delivery of community engagement as defined by Capire and as stated in Frankston City Council's Community Engagement Policy (2021).

Community Members: means people who live in the municipal district of the Council; people and bodies who are ratepayers of the Council; traditional owners of land in the municipal district of the Council; and people and bodies who conduct activities in the municipal district of the Council.

Community engagement: • Offers opportunities for residents and key stakeholders to contribute to and influence decisions that directly affect their community; • Enables Council to strengthen relationships with our community; • Ensures that Council can make better, more informed decisions; • Builds greater trust and shared ownership between Council and the community for implementation of decisions; • Enhances accountability by creating direct links between Council, residents and key stakeholders; • Assists Council to deliver better services and deliver more value to the public; and • Helps form our advocacy agenda.

Deliberative engagement: Deliberative engagement is an approach which encourages community members to critically test, weigh up and consider a range of information, perspectives, inputs and evidence to reach a consensus or make recommendations to Council.

1 Introduction	2
1.1 Report purpose	2
1.2 Project background	2
1.3 Engagement limitations	2
2 The Community Panel process	1
2.1 Recruitment and selection	1
2.2 Participant Information pack	1
2.3 Sessions	0
3 The Community Panel members	1
4 Community Panel Recommendations	4
4.1 Community Panel focus	4
4.2 Session 1 outcomes	4
4.2.1 Community Priorities – pulse check	5
4.3 Emerging themes from Session 1	5
4.4 Outcomes of Sessions 2 and 3	5
4.4.1 Principle statements and outcomes	5
4.4.2 Community Priorities – final pulse check	8
5 Evaluation	9
4.5 Methodology	9
4.6 High-level results	9
Appendices	13
Appendix A. Panel member composition targets versus final membership	13
Appendix B. Pre-session and post-session survey evaluation questions	15
Appendix C. Community Panel ideas on what will help them work well together as a group – Session 1	16

1 Introduction

1.1 Report purpose

This report provides a detailed overview of the deliberative engagement approach to inform the Frankston 10 Year Asset Plan. This includes a summary of the community panel participants, the engagement process, and the community panel outputs.

1.2 Project background

A major reform of the *Local Government Act 2020* includes the requirement for councils to undertake deliberative community engagement processes to inform their four-year Council Plan, long term Community Vision, and long term Financial and Asset Plans. This allows communities to better inform Council's strategic directions and resourcing priorities.

Frankston City Council (Council) engaged Capire Consulting Group (Capire) to design and deliver a deliberative approach to inform Council's 10 Year Asset Plan.

Through Council's newly formed 'Mini-Frankston City' community panel, an Expression of Interest (EOI) process was undertaken to identify a group reflective of the Frankston demographic profile. This group was named Frankston 10 Year Asset Plan Community Panel (the Panel).

Recruitment of the panel occurred in January and February 2022 and the three panel sessions were held in the first three weeks of March 2022.

The Panel worked together to prepare a set of principle statements for how Council can allocate discretionary funds that align with community expectations and priorities. The principles and other feedback gathered during the panel sessions will inform the development and priorities of the 10 Year Asset Plan which will be available for public consultation, prior to Council adoption by June 2022.

1.3 Engagement limitations

There are several limitations regarding the engagement methodology for the Panel that should be acknowledged when reading this report. These are outlined below.

- It was taken with good faith that the information participants provided in the EOI forms about their demographics was true.
- The Panel were selected to reflect the demographic profile of Frankston. However, the final membership is not a statistically significant sample of the population due to people dropping out or lower registrations for some demographic categories. While the Panel delivered a

diversity of views across the municipality, it cannot be guaranteed that the broader community's complete set of views were represented.

- Participants were asked to self-select to join the Panel. All effort was made to recruit a diverse sample of the community. However, the process was limited to those that chose to nominate for the process.
- It is normal for participants to drop-out of a process such as this. Reasons for dropping out can be diverse such as competing demands that were unknown at the time of expressing interest, the process was not what they expected, or unexpected work or family commitments.

2 The Community Panel process

This section of the report explains the Panel recruitment process, the information the Panel was provide and an overview of the sessions.

2.1 Recruitment and selection

Panel members were selected to reflect the diversity of Frankston's community. The selection process sought to achieve a mix across suburbs, gender, life stages (age), and other diversity categories such as language spoken at home, whether they are Aboriginal or Torres Strait Islander or identify as having a disability. Panel members were selected to represent themselves, not those of an organisation, community group or business.

An Expression of Interest (EOI) process was offered to the newly formed Mini-Frankston panel (approximately 500+ community members) to attract interest in the 10 Year Asset Plan opportunity.

A total of 69 EOIs were received. From the EOIs, 49 were independently selected and invited to join by Capire to match the target demographics and reflect to the best of its ability a 'mini Frankston. The information collected in the EOI form informed the selection of the panel.

Frankston's demographic profile data (based on 2016 ABS Census) informed the targets. For example, if 20% of the community live in a particular area then 20% of the people on the panel should live in that area. The Panel membership is detailed in Section 3.

2.2 Participant Information pack

Prior to the first session, Panel members were provided a Participant Information Pack to build their understanding of the project. The pack included key information about the panel, what they could expect as a member, what they would be working on and an overview of the sessions. It also included information about the role of local government, a description of the public assets Council is responsible for and a brief overview of the challenges and opportunities in managing public assets in the future.

2.3 Panel Sessions

The panel process was delivered online, over three evening sessions totalling 7-hours. Table 1 provides an outline of each session including the date, objectives, and panel outputs.

Table 1. Session overview

	<u>Session One</u> <i>Listening and Learning</i>	<u>Session Two</u> <i>Dialogue and Deliberation</i>	<u>Session Three</u> <i>Final Community Recommendations</i>
Date	Tuesday 1 March 6.30pm – 8.30pm	Tuesday 8 March 6.00pm – 8.30pm	Tuesday 15 March 6.00pm – 8.30pm
Objective	We'll share information on the project, get to know each other and start to identify community priorities	We'll work together to identify what is important and how Council should focus its efforts and investment over the next 10 years	We'll discuss and confirm recommendations to provide Council with direction in making decisions about public assets over the next 10 years
Outputs	Emerging themes, what is important to the community panel members and what they see as priorities	Draft principle statements under each theme	Final principle statements and ideas on what the outcome might be when they are applied

3 The Community Panel members

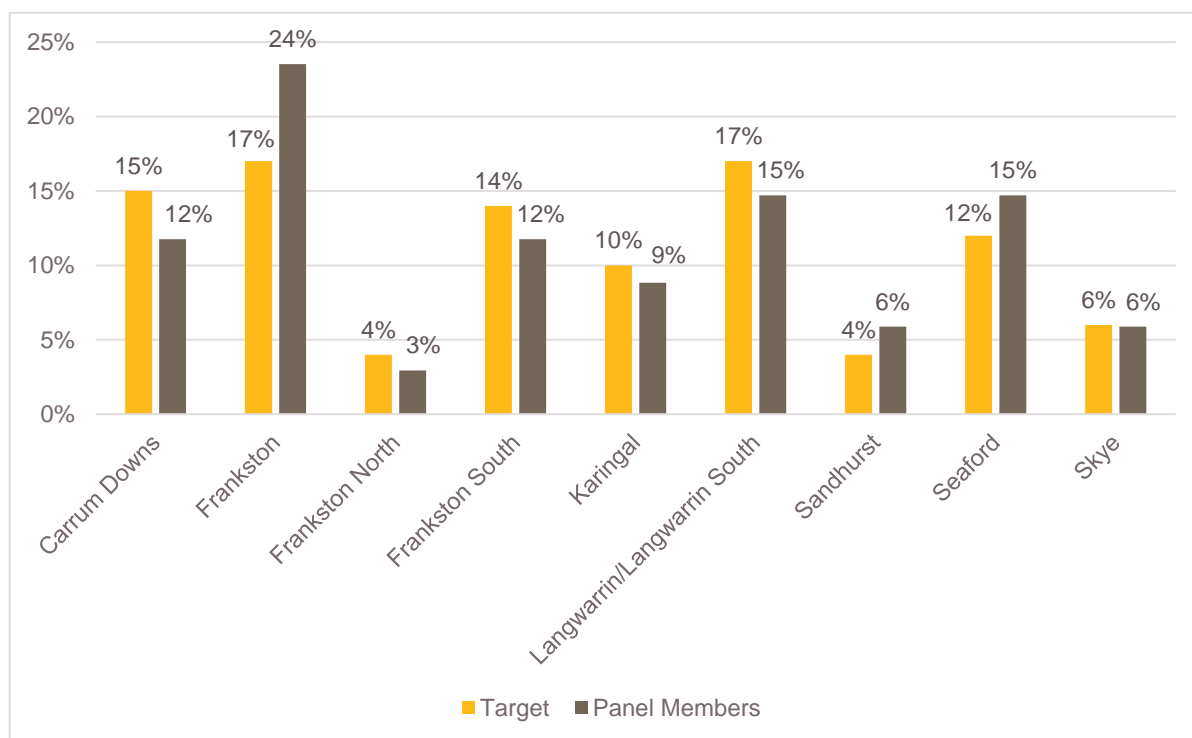
From the 49 community members invited to join the panel, 34 attended at least one session and 27 completed the process (attended all three sessions). It is normal for participants to drop-out before the first session and occasionally in between sessions. Reasons for dropping out can be diverse. Participants may drop out due to changes in availability, personal health, or the process didn't meet their expectations.

The following section provides an overview of the demographic mix of the 34 panel members who attended at least one of the three sessions. These are shown alongside the Panel target, based on Frankston demographics. An overview of the targets, along with final membership, are available in Appendix A.

Suburb

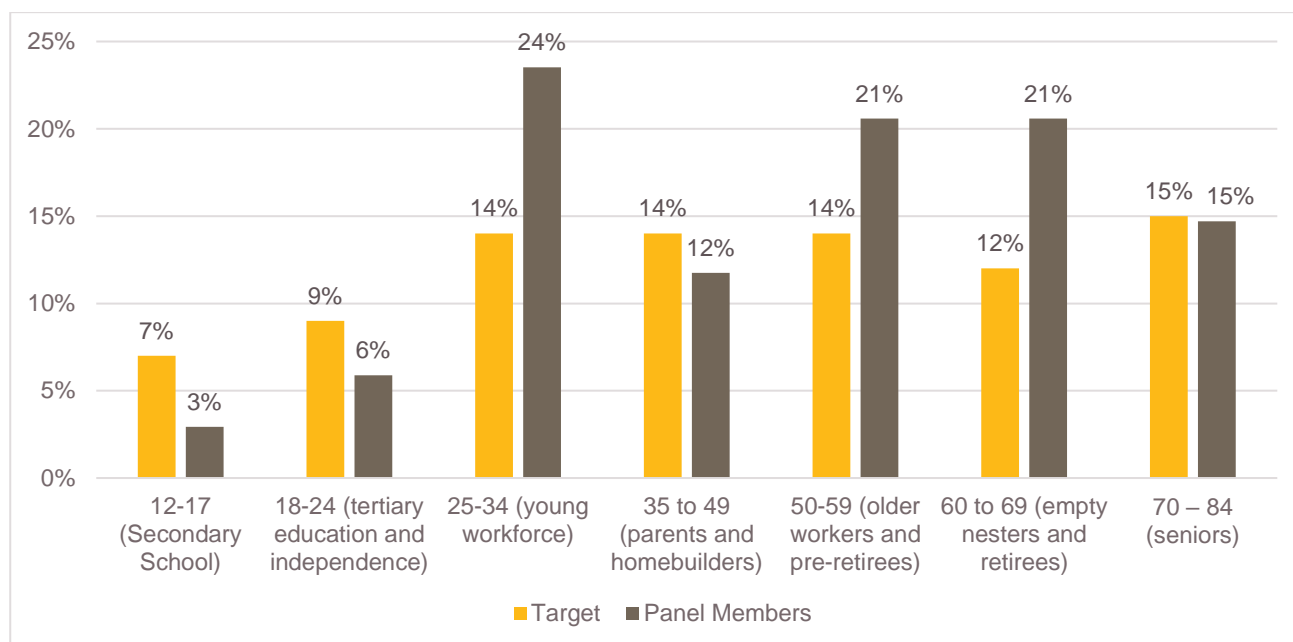
All Frankston suburbs were represented in the panel, as shown in Figure 1. There was a slightly higher number of participants from the suburb of Frankston than the target.

Figure 1. Panel targets and members by Frankston suburbs



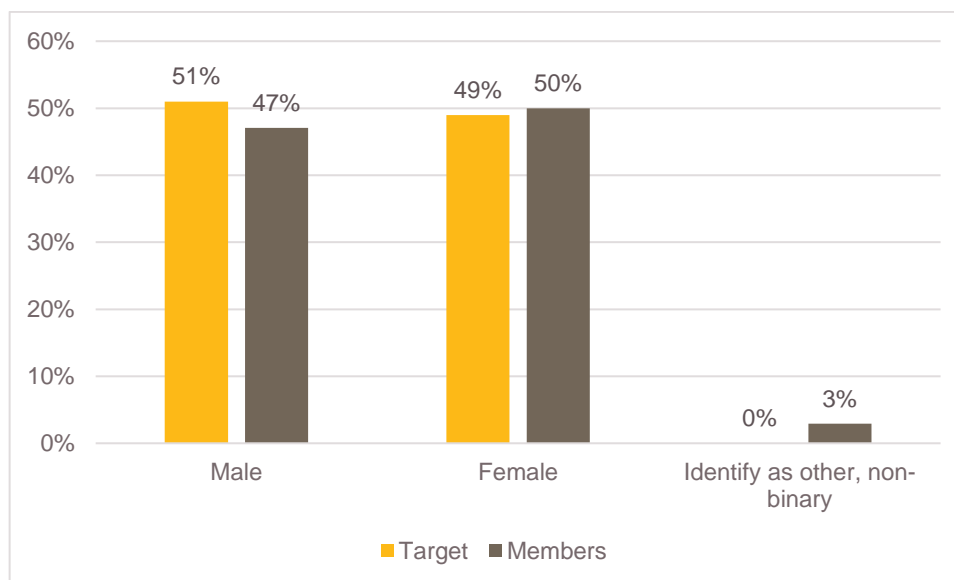
Age

Community Panel member age groups are shown in Figure 2. While most age groups were represented on the panel there was no representation from people 85 years or older. There was a slight over representation of those aged 25-34 and 50-69, and an underrepresentation of people aged younger than 24 years of age.

Figure 2 Panel targets and members by age groups

Gender

Panel members consisted of an even split between male and female participants, and one member identified as non-binary. Refer to Figure 3.

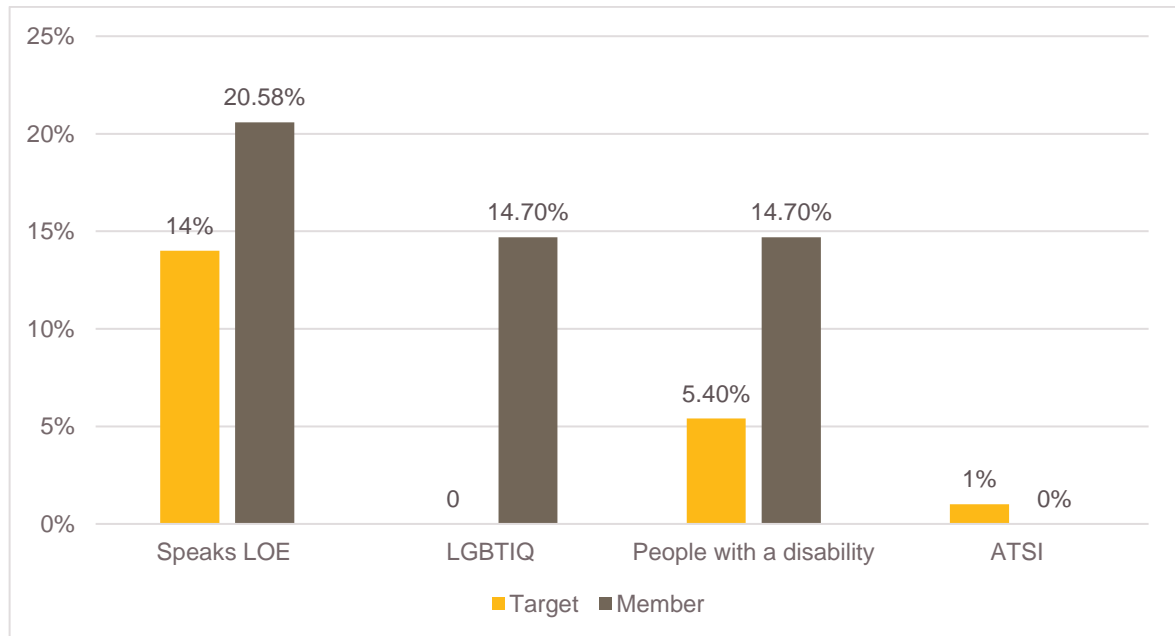
Figure 3 Panel targets and members by gender

Diversity

Aboriginal and Torres Strait Islanders, people with a disability, members of the LGBTIQ+ community and people whose first language is a language other than English at home were identified as harder-to-reach groups for the panel. Figure 4 illustrates the number of members who identified as being from these groups.

There was a strong representation across all diversity categories, with the exception of Aboriginal and Torres Strait Islander.

Figure 4. Panel targets and members by diversity categories



4 Community Panel Recommendations

4.1 Community Panel focus

The Panel was asked to deliberate over the following question:

‘What are the key community assets that Frankston needs to focus on and/or improve, to deliver the required services over the next 10 years?’

In deliberating over this question, the Panel identified a set of decision-making principles and community priorities using the following question framing:

- What is currently working well, and what is not working well?
- From the list of assets Council manages, which are the most important to the Frankston community?
- How should Council make decisions about asset management and planning (budget allocation and prioritising) (i.e. decision making principles).

In focusing the scope of deliberative engagement, Council will be able to align future asset planning and management to better align with community expectations and aspirations.

Feedback on where and how Council should consider allocating **both discretionary and non-discretionary funding** into the future to meet current and expected needs will be used to review and update Council’s prioritisation approach.

Understanding what is most and least important and why will inform a set of decision-making criteria for capital and operational works funding allocation.

4.2 Session 1 outcomes

Session 1 of the Community Panel sought to provide information about asset planning and set a backdrop for the development of Principles Statements to inform Council decision making. The Panel also spent time getting to know each other and share ideas on how they can work well together during the panel sessions. See Appendix C for panel ideas on ‘what would help you work well together as a group over the coming weeks’. This exercise demonstrated the positive and constructive approach panel members were committed to, and the support and clarity they were looking for from Council and facilitators.

Following a presentation and opportunity to ask questions, the panel were invited to respond to the following question:

‘Thinking about the assets you use and experience, what is working well and not working well?’

30 participants provided responses to the question ‘what is working well’. Some recurring themes that arose in response to the question are documented below. Please note that some answers have been grouped in more than one theme:

- Parks and open spaces (11 responses)

- Natural environment and nature reserves (11 responses)
- Playgrounds (6 responses)
- Library services (6 responses)
- Walking paths, trails, and boardwalks (5 responses)
- The foreshore, including foreshore facilities (5 responses)
- Walking paths, trails, and boardwalks (5 responses)

Some other themes that arose include the station and surrounds, P.A.R.C., sporting facilities, the events around Frankston, and community centres facilities.

26 participants provided responses to this question 'what is not working well'. Some recurring themes that arose in response to the question are documented below. Please note that some answers have been grouped in more than one theme:

- Traffic and road services (5 responses)
- Disability access and parking (5 responses)
- Parking (5 responses)
- Waste and dumping management (4 responses)
- Foreshore facilities (3 responses)
- Pedestrian amenity (3 responses)
- Maternal and childcare and health (3 responses)
- Suburb funding allocations (3 responses)
- Environmental sustainability and protection (3 responses)
- Street lighting (2 responses)
- Park maintenance (2 responses)
- General public facilities (2 responses)
- Public transport, including bus services (2 responses)
- Active Transport (2 responses)

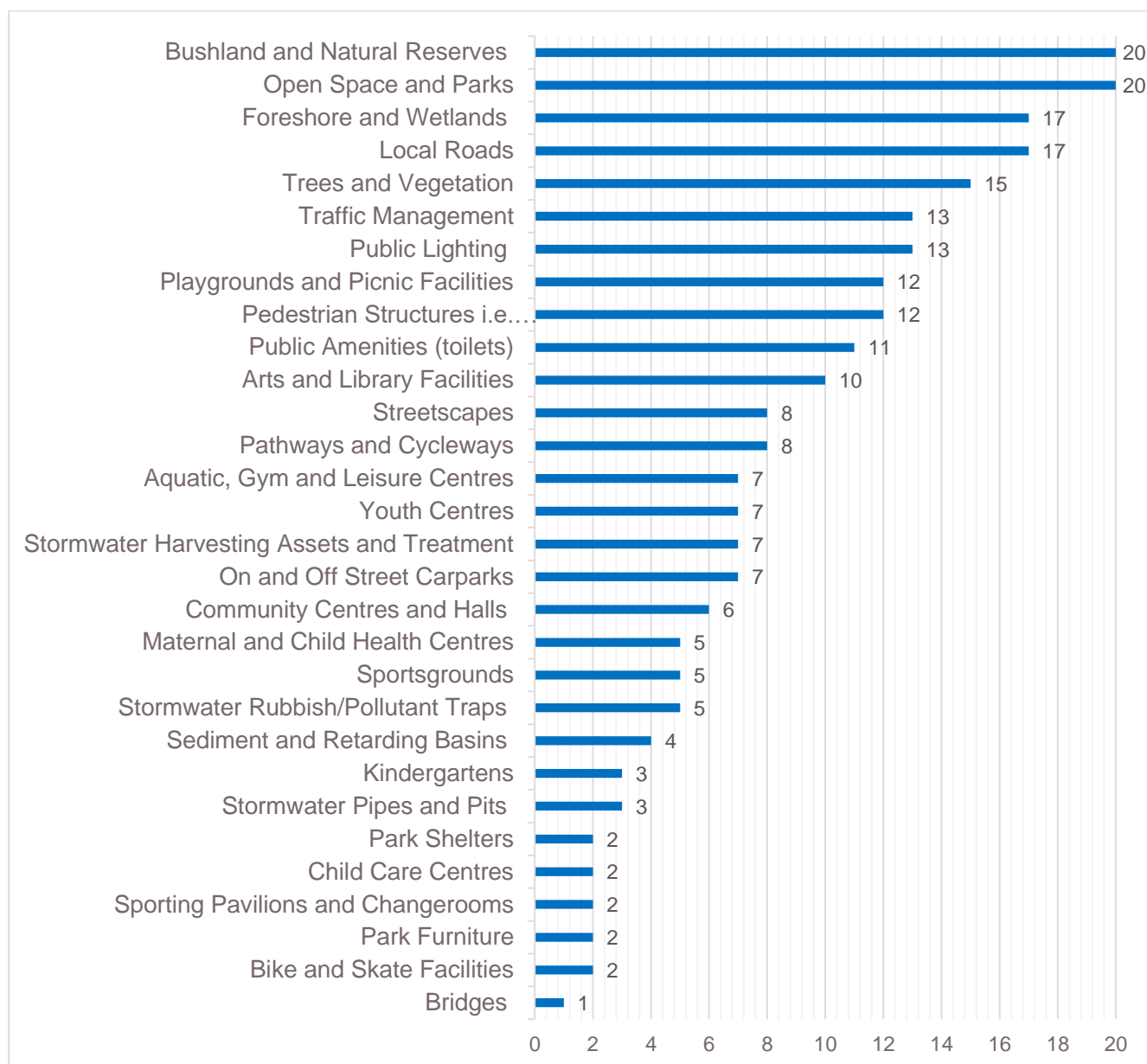
Some other themes that arose include housing, streetscapes, zoning, various maintenance, community gardens, and flooding.

4.2.1 Community Priorities – pulse check

The panel were invited to respond to a Council Asset's Pulse Check survey in Session 1 and again, following the final session. This survey question asked participants to choose the top 8 council assets most important to them from a list of all assets managed by Council. 31 participants responded to the pulse check during Session 1 and 29 following the final session.

Participants expressed that they highly value the Bushland and Nature Reserves (20), and Open Space and Parks (20). Foreshore and Wetlands (17) and Local Roads (17) also received a high number of responses.

Figure 5 – Pulse Check results – Community Panel priorities from Session 1



4.2.2 Emerging themes from Session 1

Through the feedback gathered from the Community Panel in this session, overarching themes were identified which formed the basis for the discussions in Session 2

These themes include:

Public Space & Nature

This relates to open spaces and green spaces that are accessible to all members of the public, such as parks and street trees. It also relates to nature reserves and natural points of interest in the Council.

Connectivity and Accessibility

This relates to connectivity including roads and public transport, as well as active transport like bike lanes, footpaths, and pedestrian crossings.

This also relates to the way Council assets are accessible to a wide range of people, including people with diverse mobility, intellectual, and language needs.

Sustainability and Climate Change Resilience

This relates to the way Council assets respond to and integrate climate change considerations, including climate change resilience.

Facilities meet community needs

This relates to the facilities and buildings that provide the services to meet the current and future community needs such as aquatic and leisure, libraries, youth centres, and maternal and child health.

4.3 Outcomes of Sessions 2 and 3

The main focus for Sessions 2 and 3 was the drafting and finalising of Principle Statements to inform Council decision making and will align with the 10 Year Asset Plan.

Under the four themes identified from session 1, the panel worked in smaller group discussions with the support of Council staff from the Frankston Engagement Team and Asset Management Team and consultants from CT Management.

During Session 2 it became apparent that panel members were very keen to understand and discuss the outcomes that the principles would achieve, when applied to Council decision making in the future. Feedback from each group has been included in the final set of principle statements.

4.3.1 Principle statements and outcomes

The finalised Principle Statements and Outcomes per each theme are described below.

Theme 1: Public Space & Nature

- 1. Promote public space for optimal use, by improving and managing accessibility and use.*
- 2. Increasing percentage of green space in public spaces.*

3. Ensure that public spaces are equitably accessible across the municipality.

Outcomes:

- What is the aspirational ratio that we're looking for between public space:green space
- managing/preventing conflicting uses and activities which may reduce enjoyment.
- equitable access to green space
- Including corridors and large trees to increase our protection and enhancement of the natural environment.

Theme 2: Connectivity and Accessibility

4. To provide, maintain and advocate for infrastructure and services that enable all residents and visitors to move easily, safely and comfortably around the Municipality and surrounding areas.

5. Efficient, accessible services and connections that are fit for purpose with the ability to adapt to current and future community needs, through the support of technologies and systems.

Outcomes:

- Improve the efficiency and accessibility of transport and connectivity.
- Residents of all income levels and abilities would feel comfortable accessing the services
- Providing better services for the Community of Frankston city - transport & connectivity
- This is minor but I would love to see desire paths embraced in walking paths - look throughout the Municipality and make them official paths.
- More parking at the library - Frankston
- When working with developers, making real effort with sustainability. Better storm water drainage.
- Missing paths/pedestrian walkways (near PARC), identify gaps in connectivity (missing paths) using technology to improve connectivity.
- It would be great to have a pedestrian bridge from Train station to TAFE and Parc, Rachel makes a good point.
- Providing a seat at a bus stop
- Travel infrastructure, a lot of concrete structures on the roads esp. In bike lanes making them move over to car lanes - better provisions for bike lanes

Theme3: Sustainability and Climate Change Resilience

6. Invest in the protection, enhancement and balance of the natural environment and wildlife to ensure sustainability for future generations

7. Invest in technologies and strategies that utilise sustainable energy and promote resilience to climate change.

Outcomes:

- Zero carbon emissions

- Electric cars, plant and equipment
- Creative and future facing technologies
- Flourishing flora and fauna and protection of endangered species
- Sustainable balance between natural and built environment
- Nature city - greening of the city
- Environmentally friendly playgrounds
- Increased recycling and storm-water, grey water reuse
- Clear definition for identifying uses of open spaces eg. natural beauty area, sports fields, birdwatching areas, cycling park
- Six star rating for new buildings

Theme 4: Facilities meet community needs

8. Invest in transparent information, community engagement to ensure the diversity of community needs are met now and in future so facility/asset design is informed.

Outcomes:

- Help progress process
- People (engaged) are well informed
- Facilities meet all of the principles
- Facilities meet needs now and into the future, already accounted for needs within design
- Contributes to financial and environmental sustainability
- Appropriate subject matter experts are engaged at the right time and technical expertise is valued
- Reduction in complaints
- Less rework/ less redesign needed

9. Accessible, environmentally sustainable facilities that ensure safety and inclusivity throughout a community's and individuals' life

Outcomes:

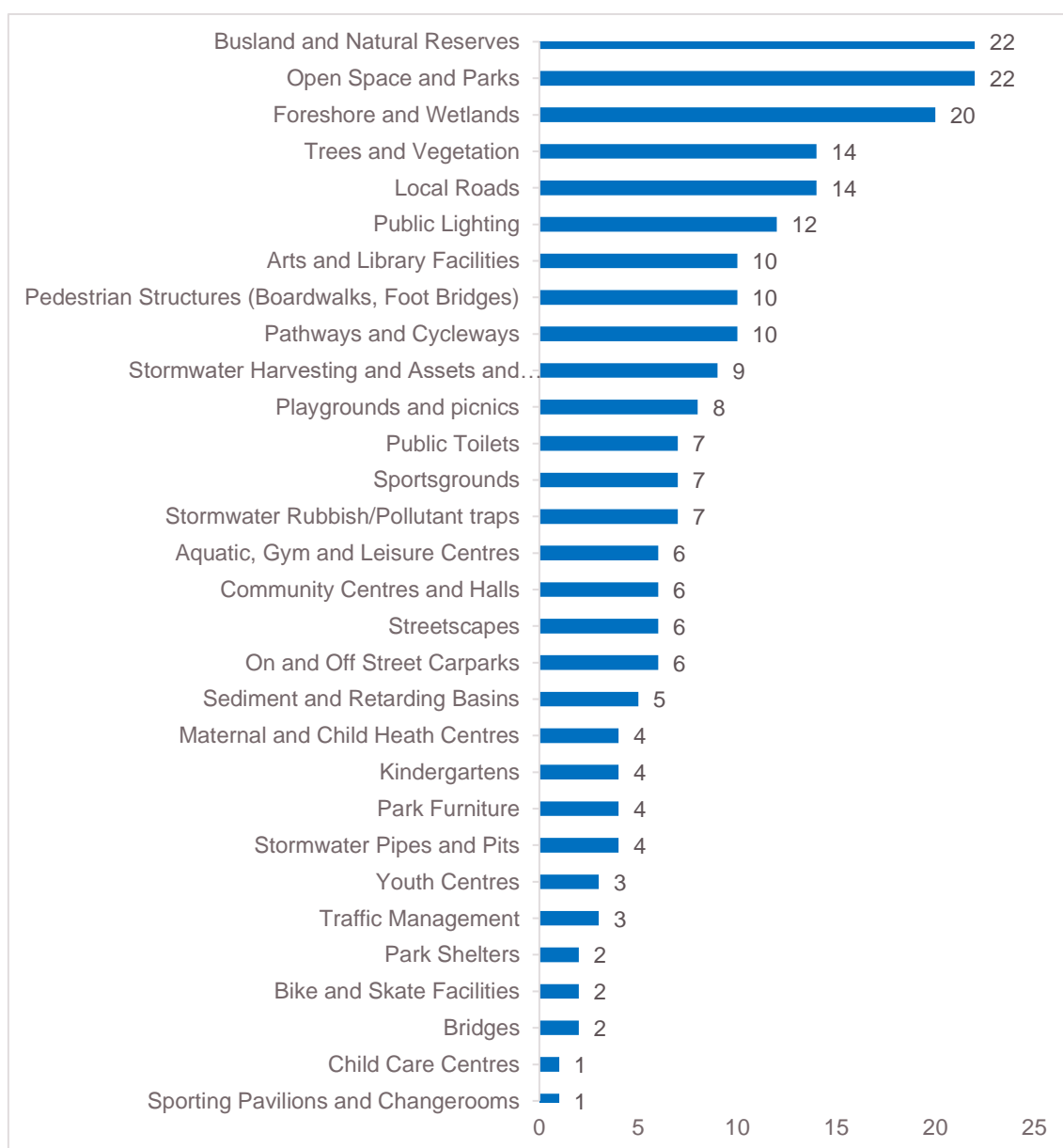
- Meeting individual needs
- Facilities meet needs now and into the future, already accounted for needs within design
- Less rework/ less redesign needed
- Diversity of participants
- Increase in accessing facilities and services
- Increase in engagement with community and individuals

4.3.2 Community Priorities – final pulse check

The Council Assets Pulse check survey was retaken as part of the final participant evaluation, to see if anything may have changed in what was considered most important. Figure 6 below shows that the natural assets including bushland, open space, foreshore and wetlands, trees and vegetation continue to be the most important asset for the community, with local roads and public lighting also receiving a high response. The most notable change between the pulse checks was Traffic Management receiving a lower level of importance in the second survey.

Some participants referred to an increased understanding and appreciation for managing the natural environment, stormwater and footpaths as reasons for their response.

Figure 6 – Pulse Check results – Community Panel priorities FINAL



5 Evaluation

4.4 Methodology

The following section details the evaluation of the panel from the perspective of the participants. Evaluation of the panel experience happened over two evaluation surveys.

1. The pre-session baseline survey asked the panel members to identify their current content knowledge and perceptions of Council and their expectations for the sessions and motivations for joining. A total of 35 Panel members completed the pre-session survey.
2. The post-session evaluation survey captured the same questions as the pre-session survey to reflect knowledge and perceptions of Council, Council processes and civic participation whilst also including evaluation questions that asked for feedback on the overall process and their experience. A total of 29 panel members completed the post-session survey.

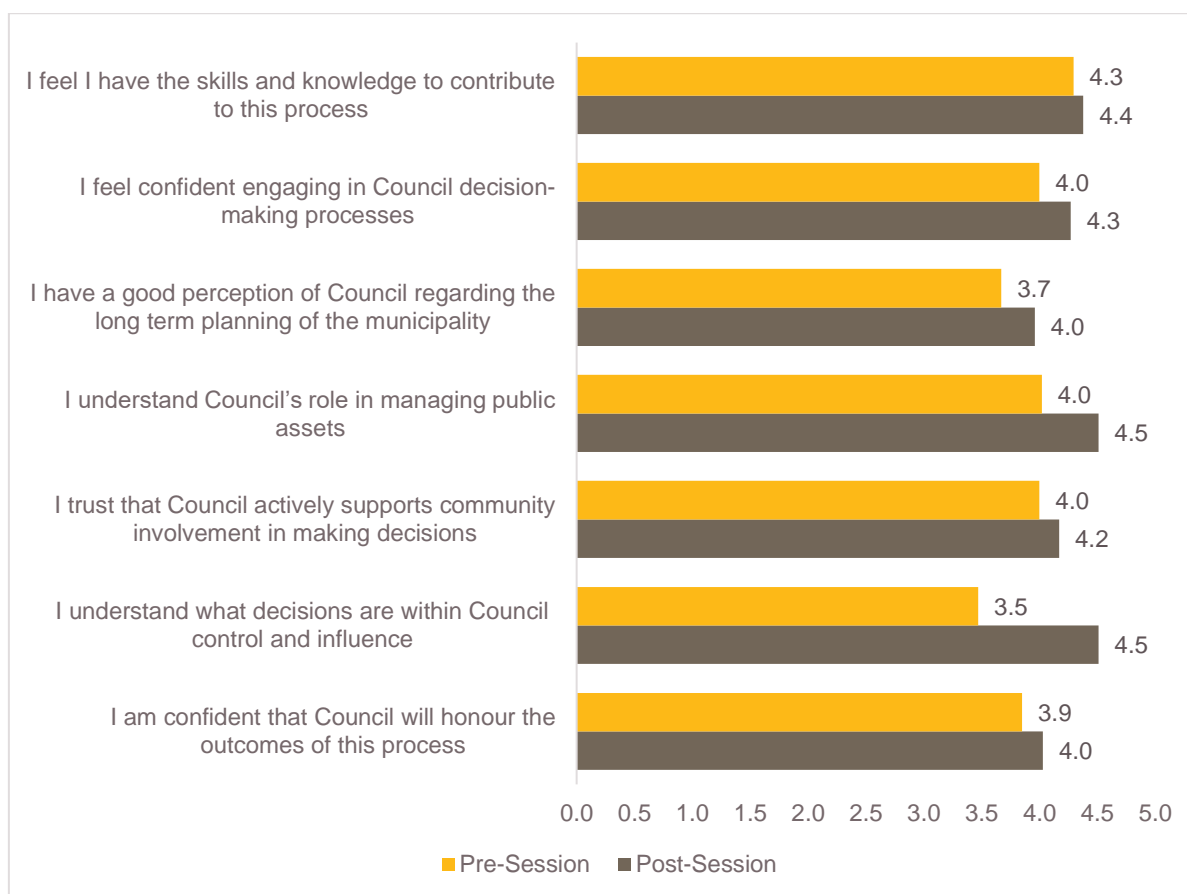
The pre-session and post-session survey questions are available in Appendix B.

The high-level findings from the surveys are presented below.

4.5 High-level results

The community panel rated their level of agreement with seven statements regarding knowledge and perception in Council, Council processes and civic participation. The panel reported an overall increase across all statements, with the highest growth in understanding what decisions are within Council control and influence and increased understanding of Council's role in managing public assets.

See Figure 7 for the average score (strongly disagree=1, strongly agree=5).

Figure 7 Average pre and post session survey results

Pre-session expectations

Participants expressed their expectations of being able to increase their knowledge and understanding, to share their personal opinions and to contribute to the project and to the community. Panel members also expressed their expectations of the process being transparent and genuine. Further (individual) comments included:

- *My expectations are to help make our community a great place to live.*
- *To be able to understand what's important to the community and also to have a voice.*
- *To gain a better understanding on how the council aims to allocate funding over the long term.*
- *Through open and stimulating discussions, residents' feedback can be heard. A long term asset plan could be beneficial to the residents.*
- *My expectations would be to have a full understanding of the asset plan by the end of this these sessions and provide my perspective and knowledge within the team.*

Pre-session motivations

When asked what motivated them to join the Frankston 10 Year Asset Plan Community Panel, many participants shared their desire to be a voice for improving the liveability, sustainability, and community of Frankston. Participants also stated that their connection and relationship with

Frankston was a big motivation to participate. Additional motivations included wanting to understand Council challenges, that the workshops were online, and being interested in Council assets.

- *I'm a local and feel I can have an impact to our local community. Frankston is a great place to live and it has so much potential.*
- *I wanted to know more about how council will allocate resources in the long term. I wanted to contribute my ideas to help make my city a better place.*
- *Interest in my community and wishing to take a more active part in shaping the future and growth of the community*
- *Currently on maternity leave and need to exercise my brain. I think by doing so I can contribute strategically to community through the council engagement process.*
- *I was motivated to join the panel to learn about Councils role in managing assets and to be a voice that will be heard and considered by Council when formulating the new Asset Plan.*

Post-session successes

Panel members shared that they felt proud to contribute to the project, to work with a diverse group and work together with each other and with Council to achieve an outcome. Members were also proud of how much people cared about the community, about the environment and climate change and for social inclusion. There was also mention of the ability to share views, speak up and writing the principles.

Individual responses included:

- *That I came to know we have a community that really cares about Frankston.*
- *Working as a diverse group to deliver the principles*
- *Was a great team effort very open and respectful*
- *the statements we were able to come up with*
- *The strong level of interest by a range of different demographic groups and the consistency of their thoughts about the key strategic/priority issues for the Council to consider*
- *That I was able to meaningfully contribute in the small groups and see my considerations taken on board*
- *I am most proud that such a diverse group of community members were able to come together, listen to one another and collectively make positive decisions for the benefit of EVERYONE in the community. It was an uplifting experience for me to learn there actually is a tangible sense of community in the municipality of Frankston.*
- *The statements we came up with and our examples of what success will look like*

Post-session challenges

Panel members shared that they weren't always sure the whole group were on track or focused on the topic or bigger picture. Several mentioned the online format, the need to take on a lot of information and the time constraints and feeling rushed were challenging. Some also felt that could have been more or better information provided prior to each session.

Individual responses included:

- *Sometimes conversations in small groups felt taken over by 3/4 people and it felt impossible to add input. I ended up using chat function occasionally to share my input.*
- *Zoom. In person would have been better but understand due to Covid*
- *Some of the language was a bit tricky and had to get explained again*
- *Participants getting "stuck in the weeds" which took up time from QandA and strategic conversations. However I did think the facilitators allowed space for venting and could move on or wrap up respectfully.*
- *Apart from working Zoom, trying to understand the complex processes of council's numerous responsibilities*

Other final comments from the panel:

- *I'm very grateful for this opportunity and would love to be more involved in future planning. This experience has overall encouraged me to become more interested and involved in council and community related topics.*
- *There are many "Neighbourhood" groups on Social media I would like to see more Neighbourhood " versions of this form of consultation to enable communication with Councillors and staff about these local issues, plus the Big issues. eg Climate, Environment, Population, Land Development etc. It could also reveal people who could be interested in becoming Councillors encouraging a more competitive election process.*
- *The team from Frankston and capire were thorough and very good at actively listening and guiding the discussion.*
- *I wasn't confident in the process initially, but changed my mind as I think the process worked well.*
- *I had thought and expected we would have received a fair bit of reading material prior to the start of the engagement process.*
- *I feel the sessions were incredibly productive, and I thank you for the opportunity to be a voice for my community:).*
- *Would like to see opportunities for engagement members to participate in asset planning rather than contributing to draft principles.*
- *I did think we would get into some real priorities that we as residents could have a real input in the ten year planning list of new projects and existing infrastructure renewal.*
- *I feel like the statements may be open to interpretation and may not result in the fulfilment of the issues raised by participants pants during discussion groups*

Appendices

Appendix A. Panel member composition targets versus final membership

Table 2. Panel member composition targets vs final membership

Category	Criteria	Frankston Demographic representation	Panel target (#)	Panel final membership (#)
Suburbs (based on the 2020 Estimated Resident Population, Profile Id)	Carrum Downs	15%	5	4
	Frankston	17%	6	8
	Frankston North	4%	1	1
	Frankston South	14%	4	4
	Karingal	10%	3	3
	Langwarrin/Langwarrin South	17%	6	5
	Sandhurst	4%	1	2
	Seaford	12%	4	5
	Skye	6%	2	2
Gender	Male	51%	17	16
	Female	49%	16	17
	Identify as other, or unspecified			1
Age group (life stage)	12-17 (Secondary School)	7%	2	1
	18-24 (tertiary education and independence)	9%	3	2
	25-34 (young workforce)	14%	5	8
	35 to 49 (parents and homebuilders)	14%	5	4
	50-59 (older workers and pre-retirees)	14%	5	7

COMMUNITY PANEL OUTCOMES REPORT, MARCH 2022

Category	Criteria	Frankston Demographic representation	Panel target (#)	Panel final membership (#)
	60 to 69 (empty nesters and retirees)	12%	4	7
	70 – 84 (seniors)	15%	5	5
Access and equity	Aboriginal or Torres Strait Islander	1.0%	2 ¹	0
	A person with disability	5.4%	5 ²	5
	Member of the LGBTIQ+ community	NA ³	4	5
	Speak a language other than English at home	14%	5	7
Participated in a Council committee or consultation event in the past 12 months	Yes	50%	17	10
	No	50%	17	16
	No answer			8

¹ Note, this has manually increased to 2 from 0.4%, which would have triggered a target of 0. This allows for 2 Aboriginal or Torres Strait Islander participants.

² As calculated from 'for those of a need for assistance' as stated here: [Need for assistance | City of Brimbank | Community profile \(id.com.au\)](#)

³ This is not captured in the census and has been manually set at 2 people.

Appendix B. Pre-session and post-session survey evaluation questions

The pre-session and post-session evaluation survey's asked a set of questions to understand levels trust and confidence in Council, participation, expectations and reflections.

Table 3. CWG member composition targets vs final membership

Question	Pre-session survey	Post-session survey
Trust and confidence in Council (multiple choice)		
1. I am confident that Council will honour the outcomes of this process	X	X
2. I understand what decisions are within Council control and influence	X	X
3. I trust that Council actively supports community involvement in decision making	X	X
4. I understand Council's role in managing public assets	X	X
5. I have a good perception of Council regarding the long-term planning of the municipality	X	X
Your participation (multiple choice)		
6. I feel confident engaging in Council decision-making processes	X	X
7. I feel I have the skills and knowledge to contribute to decision-making processes	X	X
Expectations, Reflection, challenges and successes (open text)		
8. What are your expectations of the community panel?	X	
9. What motivated you to join the community panel?	X	
10. What did you find most challenging about your participation in the community panel?		X
11. What are you most proud of through your participation in the community panel?		X
12. Do you have any other comments?	X	X

Appendix C. Community Panel ideas on what will help them work well together as a group – Session 1

Figure 8 – Menti results 'word cloud' 'What will help you work well together as a group over the coming weeks'

What will help you work well together as a group over the coming weeks?

