

# Community Consultation Report

## Community Engagement Policy

### December 2023



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# 1 Summary

Moonee Valley City Council is committed to engaging with community and stakeholders when planning - or significantly changing - key policies, projects and services.

Council's current Community Engagement Policy has been in place since February 2021 and was due for review. Council has prepared a draft Community Engagement Policy (the draft Policy).

The draft Policy is not substantially different in intent to the original. Proposed changes included:

- Including key definitions within the document
- Confirming our commitment to Victoria's Child Safe Standards and to the empowerment of young peoples' the voices
- Clarity around the use of deliberative engagement
- Terms of engagement when Council is buying or selling property, and
- Council's procedure for engagement during holiday periods and Council election periods.

To ensure the draft Policy is clear on Council's commitment to genuine community engagement a period of community consultation on the draft Policy took place from 23 November 2023 – 29 February 2024.

The consultation aimed to measure the level of support for the draft Policy and to understand what the community thinks is important for community engagement in Moonee Valley. In addition to feedback on the draft Policy, Council also hoped to gain an understanding of the way that community preferred to hear about and contribute to community consultations.

Individuals could contribute to the consultation in a variety of ways such as an online survey, providing recorded feedback through the Speak Pipe tool embedded on the Your Say page, via social media, via email, phone or by completing a hard copy survey located at Moonee Valley Libraries or Djerring Flemington Hub, or contributing to an ideas board on the Your Say page. Face-to-face feedback was also collected at Council's engagement tent at Moonee Valley Festival on 24 February.

The consultation was promoted via social media, Council's corporate website, the Your Say website, posters in Civic's Customer Service area, posters in libraries and Djerring Flemington Hub and via digital screens in Council facilities. A direct email

was also sent via the Your Say website to those who indicated an interest in getting involved, and to all Council committees (Disability Advisory Committee, Multilingual Reference Group, Active Ageing Reference Group and the Young People's Committee. Council staff also attended an online session with the Wurundjeri Cultural Heritage Unit to seek feedback.

Over 55% of respondents supported the draft Policy, with just over 30% responding 'neutral'. For those that were neutral or indicated a lack of support feedback was received that community members sought to be engaged more often and to be able to see the impact and change that resulted from their engagement participation.

The preferred engagement methods among survey respondents were digital. Across the online survey, social media and face-to-face engagement the most popular method of contributing to consultations was via 'online survey', followed by face-to-face methods such as pop-up listening posts or focus groups.

Social media and email were the most popular methods of hearing about consultations.

## 2 Methodology

### 2.1 Key decisions and questions for engagement

The survey (see Appendix 4.2) comprised the following questions. Participants were not required to answer every question:

- To what extent do you support the draft Community Engagement Policy?
- What is your most preferred way of contributing to consultations?
- What is your most preferred way of finding out about consultations?
- What is most important for Council to understand in relation to community engagement?

### 2.2 Participation

The table below provides information about consultation participation.

| Consultation            | Engagement Type                                                                             | Participation                          |
|-------------------------|---------------------------------------------------------------------------------------------|----------------------------------------|
| Your Say Page           | Page visits                                                                                 | 627                                    |
|                         | Unique visitors                                                                             | 525                                    |
|                         | Vision board contributions                                                                  | 2                                      |
|                         | Project followers                                                                           | 1                                      |
|                         | Draft Policy downloads                                                                      | 78                                     |
| Survey                  | Accessed online or via hard copy                                                            | 54 (49 complete, 5 partial)            |
| Your Say email campaign | Direct email campaign to Your Say users who had registered in an interest in 'get involved' | 26 recipients with an open rate of 73% |

## 2.3 Social media

The consultation was shared 7 times on social media during the consultation period. Details regarding the reach of these posts can be seen in Appendix 4.3.

In addition to this, an Instagram poll was shared asking people ‘what is important for us to understand about community engagement’. This poll received 3 responses.

Polls seeking to understand how people like to contribute to consultations were also posted in two community Facebook groups: *Keilor East*, *Avondale Heights*, *Niddrie*, *Keilor*, *Airport West Community Hub* and the *Moonee Valley Community Notice Board*. These polls received 172 responses.

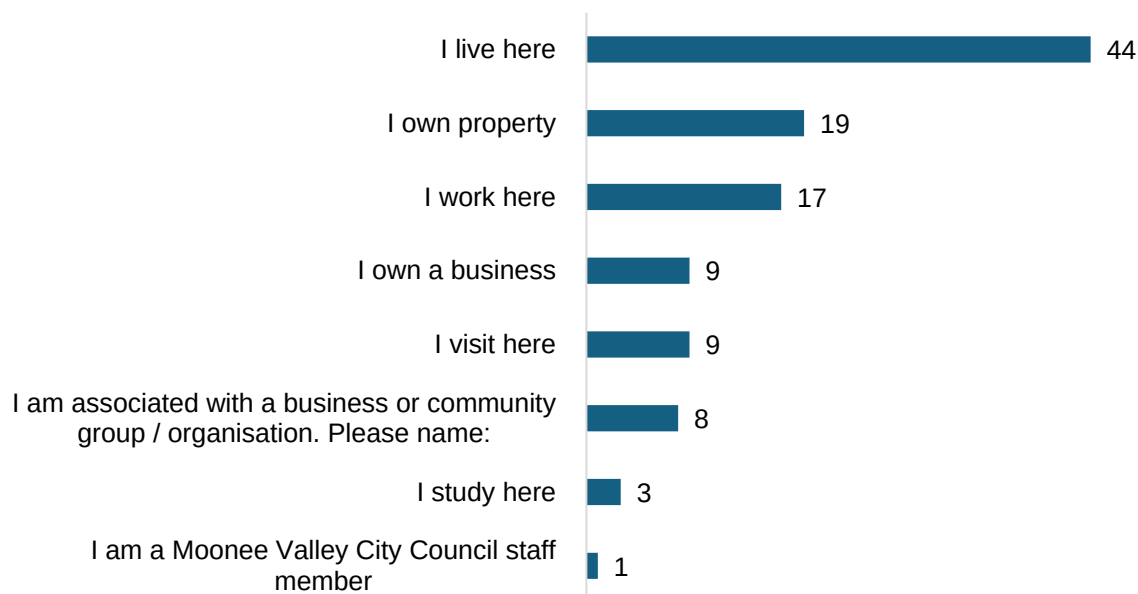
## 2.4 Survey respondent demographics

### 2.4.1 Connection to Moonee Valley

Respondents were asked to indicate their connection to Moonee Valley. Respondents could select any category that applied to them. Most respondents indicated that they live in Moonee Valley (44), with 19 indicating that they owned property in Moonee Valley.

Of those who indicated that they were associated with a business or community group/organisation the following were listed: Ascot Vale Community Sub Branch of ALP; Moonee Valley Sustainability; Save Buckley Street; and Windy Hill Aphasia Group.

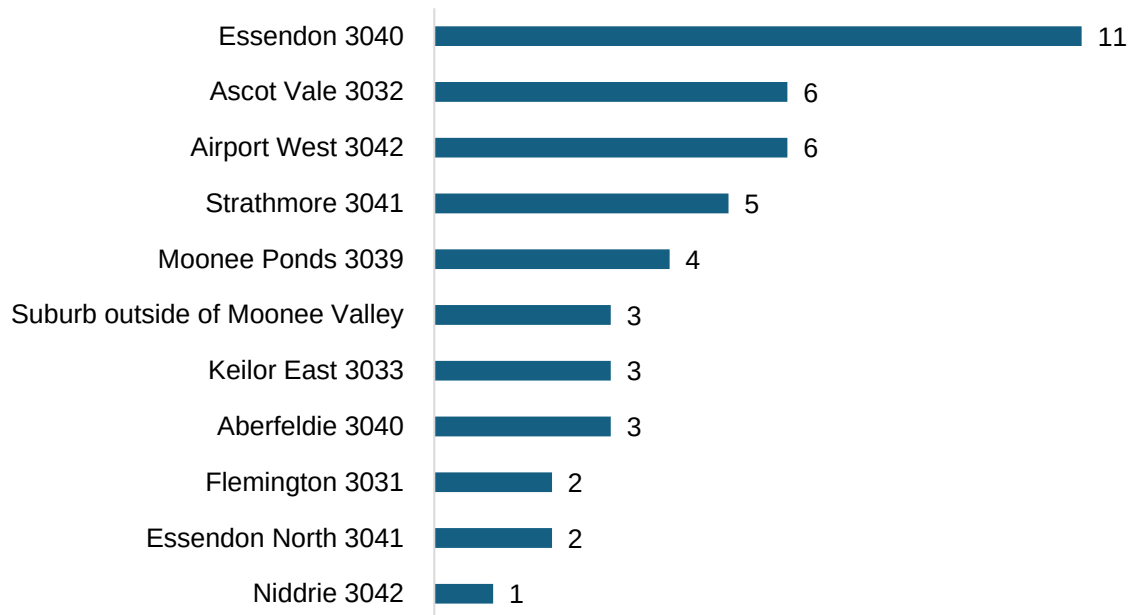
Figure 1. Connection to Moonee Valley



### 2.4.2 Suburb of residence

Respondents were asked to indicate their suburb of residence. 46 individuals responded to this question. The highest number of respondents resided in Essendon (11), Ascot Vale (6) and Airport West (6).

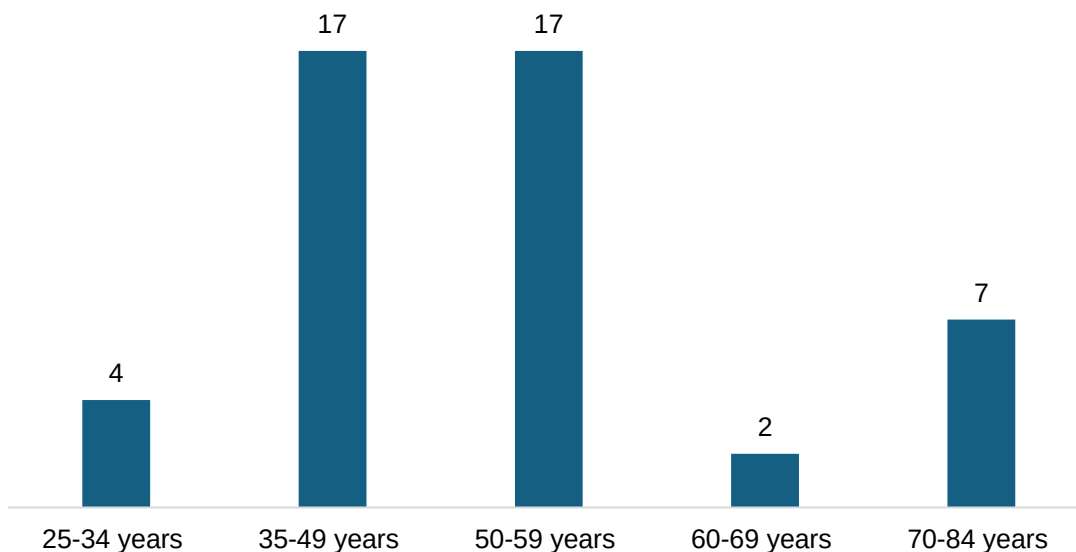
Figure 2. Suburb of residence



### 2.4.3 Age

Respondents were asked to indicate their age group. 47 individuals responded to this question. Most respondents indicated that they were aged 35-49 years (17) or 50-59 years (17).

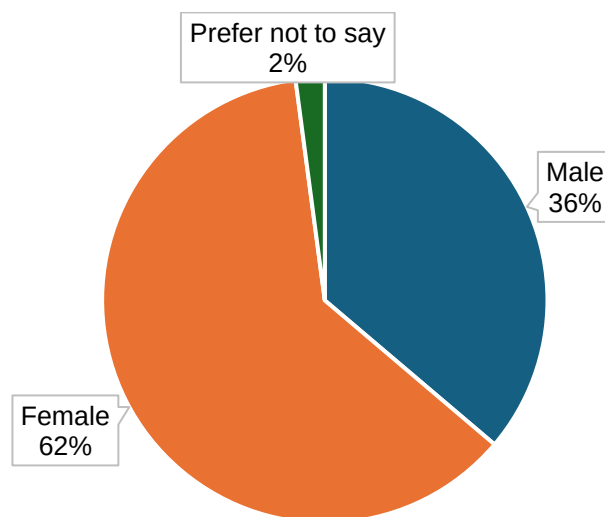
Figure 3. Age group



#### 2.4.4 Gender

Respondents were asked to indicate their gender. 47 individuals responded to this question. The majority of respondents (62%) identified as female.

Figure 4. Gender



#### 2.4.5 Aboriginal and Torres Strait Islander

Respondents were asked if they identified as Aboriginal or Torres Strait Islander with no respondents identifying as such.

#### 2.4.6 Assistance with activities

Respondents were asked if they required assistance with self-care activities, body movement activities, or communication activities. 47 individuals responded to each of these questions, with 3 respondents requiring assistance with self-care activities, 2 respondents requiring assistance with body movement activities and 2 respondents requiring assistance with communication activities.

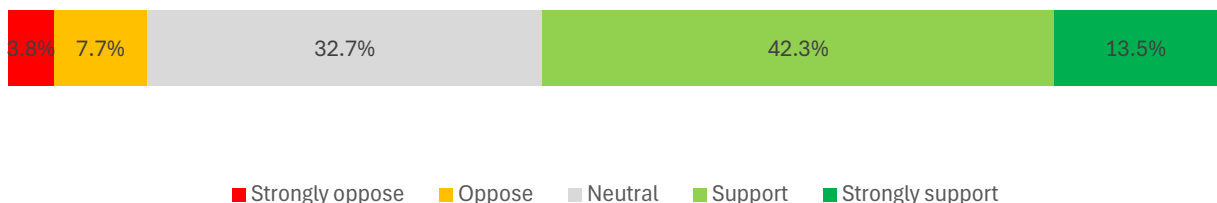
## 3 Findings

### 3.1 Survey findings

#### 3.1.1 Level of Support for the draft Policy

Respondents were asked to what extent they opposed or supported the draft Policy. The majority of respondents (55.8%) supported or strongly supported the draft Policy.

*Figure 5. Level of support for draft Policy*



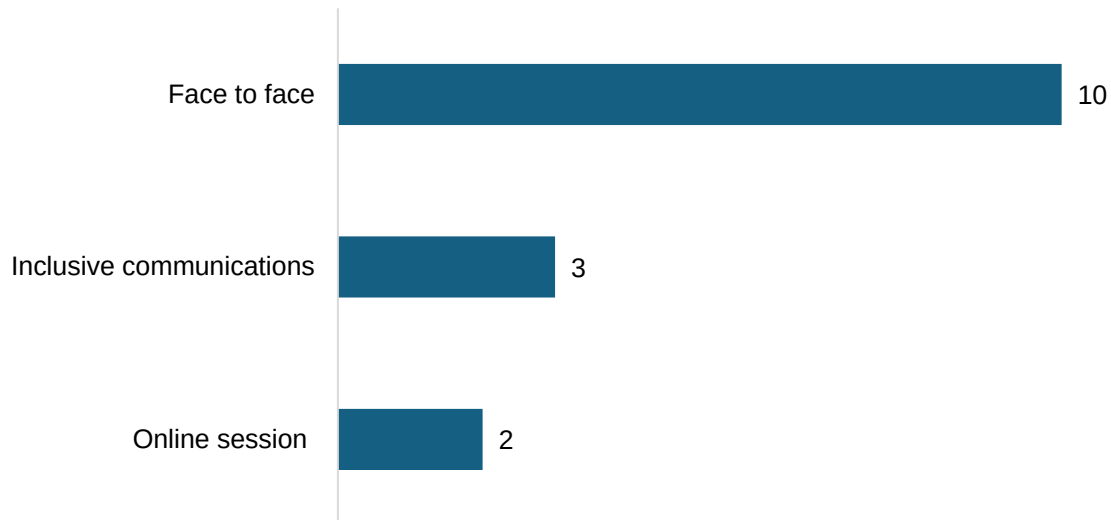
#### 3.1.2 Preferred way of contributing to consultations

Respondents were provided with a list of 8 ways to contribute to consultations and asked to rank a minimum of 3 in their preferred order. 42 respondents participated in this ranking activity. The overall ranking from the respondents was as follows:

1. Completing an online survey
2. Face to face at an in-person event
3. Participating in a focus group
4. Attending an online session
5. Completing a hard copy survey
6. Email
7. Phone call
8. Using the SpeakPipe recording tool

Following the ranking activity, respondents were asked if they could identify any additional ways they would like to contribute to consultations. 39 individuals left a comment in relation to this question, with the most popular method relating to face-to-face engagement opportunities.

Figure 6. other ways to contribute to consultations



Face-to-face opportunities were inclusive of listening posts, town hall meetings and in person at Council services. Reflective comments have been copied below with a full list of comments available at Appendix 4.4.

- *Visit shopping centres set up a booth and talk to the community, let leaders of community groups get involved*
- *It would be good for conversations that are had across services like libraries, leisure centres, community events and programs are captured to ensure people's real voices can inform service delivery and decision making*
- *Promote surveys more to residents. I know of elderly members of our community who do not use computers. Do libraries promote surveys?*

### 3.1.3 Preferred way of finding out about consultations

Respondents were provided with a list of 7 ways of finding out about consultations and asked to rank a minimum of 3 in their preferred order. 39 respondents participated in this ranking activity. The overall ranking of the list from survey respondents was as follows:

1. Email
2. Letterbox drop
3. Social media
4. Valley View

5. Receiving a notification as registered user of Your Say
6. Poster in outdoor public spaces
7. Poster in community facilities

Following the ranking activity, respondents were asked if they could identify any additional ways they would like to find out about consultations. 33 individuals left a comment in relation to this question. Comments were varied and included a mix of methods such as

- Via Council services
- Interested resident groups
- Emailed briefs
- Community newsletters/noticeboard
- Public transport/shopping centres
- Direct mailout to residents

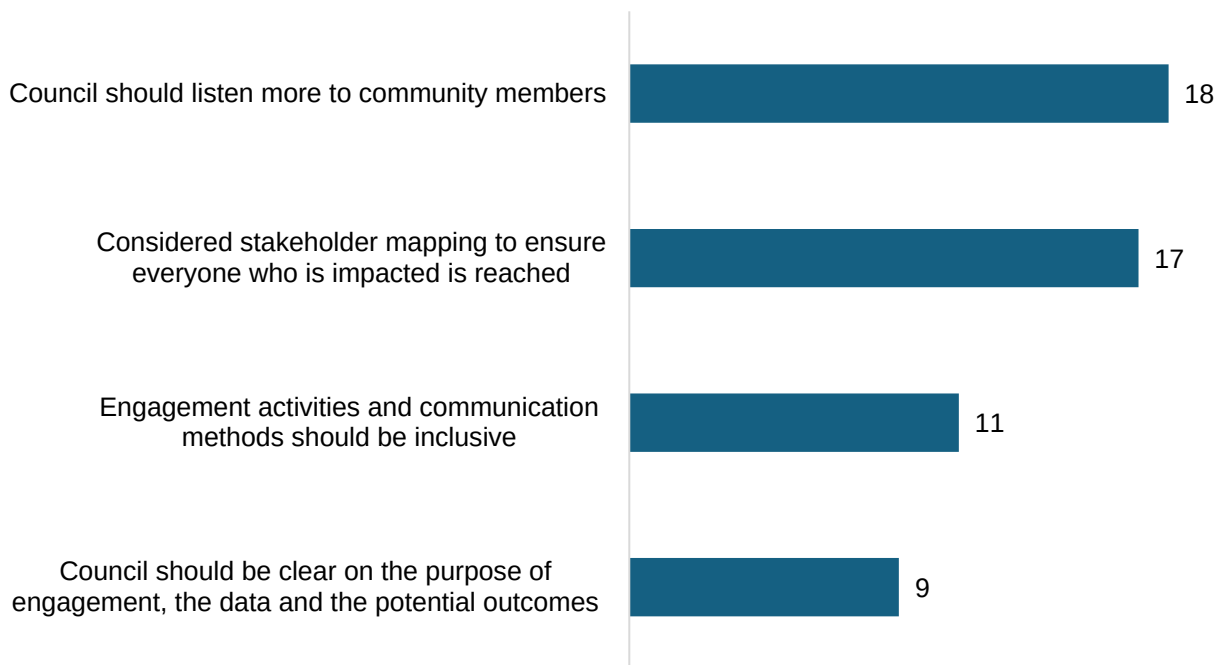
Some sample comments have been copied below with full comments available at Appendix 4.4.

- *Have a large community notice board set up (like a real estate board) at key shopping strip's ie keilor rd, puckle St, union Rd, apw Westfield etc that highlight upcoming consultation, all council related issues and how community can get involved, have a qrcode to link to the information. Update the board every month or so*
- *Via council customer service counter and libraries when visiting*
- *Community centers and neighborhood watch newsletters*

#### **3.1.4 What else is important for Council to understand**

Respondents were asked what was most important for Council to understand in relation to community engagement. 45 individuals left a comment in relation to this question. Comments received for this comment could be broadly grouped into 4 themes:

Figure 7. What is important for Council to understand - themes



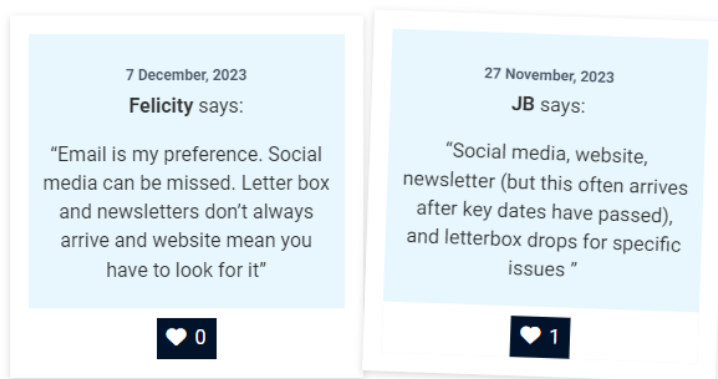
Some comments reflective of the themes have been copied below, with full comments available in Appendix 4.4.

- *Engagement that is genuinely open to the voice of community and be prepared to shape actions based on it. There is nothing more insincere than engagement with no intent to allow feedback other than to be able to "tick a box".*
- *Engagement has to be targeted at the right audience. For example if you are consulted about playground at a specific location, how about also engage with local children centres and seek out for the children voice. Engagement at the moment takes a standard approach across the board for everything which is not always appropriate*
- *Council needs to make greater effort in how they go about engaging with the community. They need to make it possible to gather alot more opinions for various projects. A post on social media isn't enough. Set up information booths in the various suburbs. Visit sports clubs, community clubs, library's, shopping centres and strip shops, flyers, meetings in community halls at night when people are home from work*

- *To deliver full disclosure/explanation to all effected members of the community before final decisions are endorsed in order for community to respond/understand to proposed decisions.*

### 3.2 Your Say Vision Board

Two comments were received on the Your Say ideas board asking for preferred way of finding out about consultations. Both contributions noted a preference for digital communication about consultations, with one highlighting the importance of letterbox drops for specific issues.



### 3.3 Social media

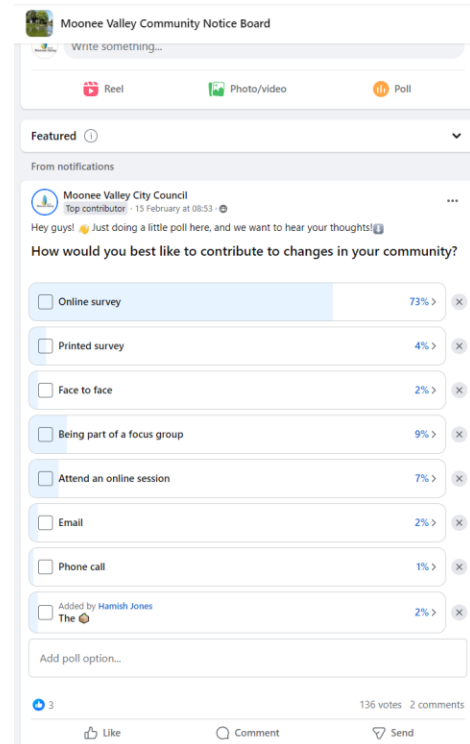
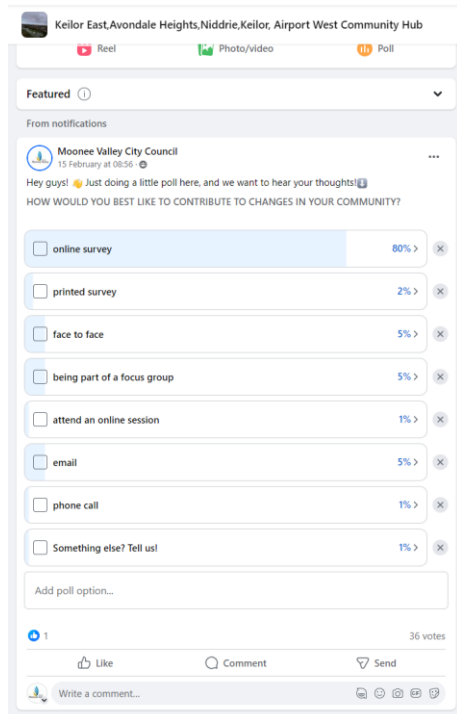
A small number of comments were received on social media, which focused largely on specific community issues that the respondents have sought action or engagement on from Council. These have been copied below:

- *As a matter of priority, power lines are intertwined with overgrown trees along Ballater and Woolley Streets posing a significant fire hazard this season (we are in the middle of an El Nino) and in the absence of council upkeep, some concrete drain covers along Lincoln Rd on Council land, coupled with other public assets are broken, protruding out of place with deep pits exposed (a major injury/incident waiting to occur if it hasn't already. Adults, children, pets etc are vulnerable to accidental falls, step/walk in open pit holes or fall in with bike/scooter or other. 🙄😓 Despite having informed relevant council departments responsible for portfolios for the above-mentioned, it does not seem to have been addressed. We hope for some process to fix is on its way. 🙏🌹*
- *Level crossing removal at Puckle and Park Streets.*

- *Street trees on every nature strip.*
- *Make that appropriate height, quality trees on every nature strip in keilor east and Avondale Heights please.*
- *‘That some groups are easier to ignore... you need to make a conscious effort to hear more’*
- *‘Listening to the community by visiting particular sites, precincts, and suburbs’*
- *‘God awful traffic’*

Polls seeking to understand how people like to contribute to consultations were also posted in two community Facebook groups: Keilor East, Avondale Heights, Niddrie, Keilor, Airport West Community Hub and the Moonee Valley Community Notice Board. These polls received 172 responses.

The social polls are copied below with each showing a clear preference for online surveys.

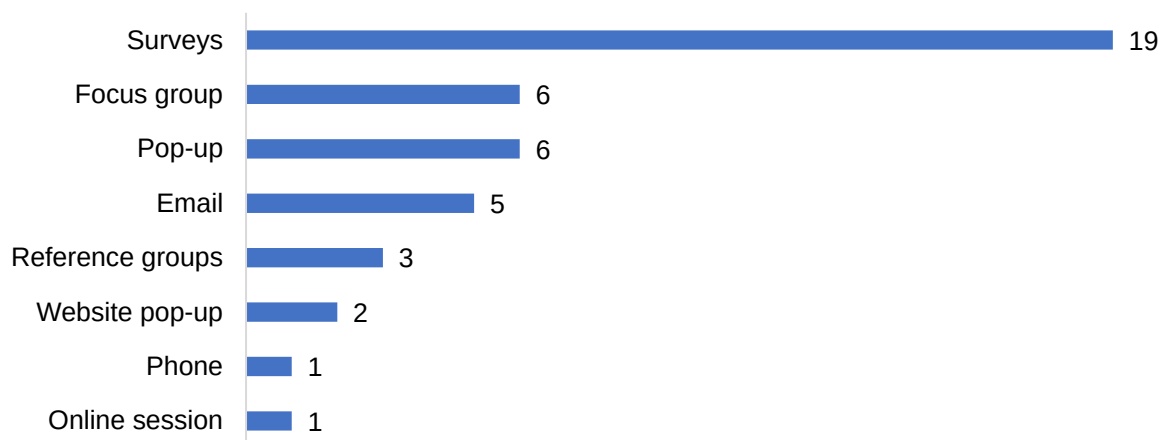


### 3.4 Moonee Valley Festival Face-to-Face Engagement

Council staff attended Moonee Valley Festival on Saturday 24 March to seek feedback from community members about how they like to hear about and contribute to consultations.

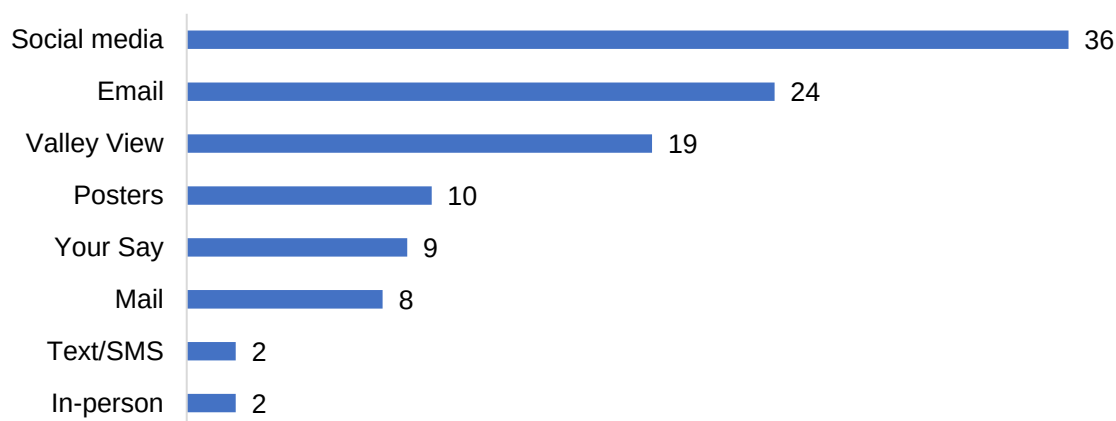
Surveys were preferred way that community members liked to contribute to consultations (19), followed by focus groups (6), and pop-ups (6).

*Figure 8. MV Festival - preferred way to contribute to surveys*



The preferred way that community members liked to hear about consultations was via social media (36), followed by email (24) and Valley View (19).

*Figure 9. MV Festival - preferred way to hear about consultations*



Additional suggestions put forward by festival attendees included:

- *QR codes for information for younger generations*
- *Traders Association*
- *Through parties*
- *Speaking in real time*
- *Small section in newsletter (past, present and future)*
- *Be clear on what is available for change*
- *Communicate with residents about what issues are in Councils power and which are not*
- *Social media feels inauthentic for a government organisation*
- *Close the loop on community consultations*
- *Go back out to community if an issue arises in the construction*
- *Emails need clearer communication*

### **3.5 Engagement with Wurundjeri Woi-wurung Elders**

The Wurundjeri Cultural Heritage Unit noted their preference to hear about and contribute to consultations through their established meetings with Moonee Valley City Council.

## 4 Appendices

### 4.1 Your Say page



[Home](#)
[Projects](#)
[My profile](#)

## Community Engagement Policy

We're reviewing our Community Engagement Policy and want your feedback.

[+ Follow](#)



[Home / Community Engagement Policy](#)

Moonee Valley City Council is committed to engaging with community and stakeholders when planning - or significantly changing - key policies, projects and services.

We're reviewing our Community Engagement Policy and would love your feedback!

Our current Community Engagement Policy has been in place since February 2021. It's now time for us to go back to the community for feedback on the Policy. We want to ensure the Policy is clear on Council's commitment to genuine community engagement. We also want to ensure the Policy is inclusive, transparent and aligned to best practices.

The draft updated Policy is not substantially different in intent to the original. Proposed changes include:

- Including key definitions within the document
- Confirming our commitment to child safe standards and to the empowerment of the voices of young people
- Clarity around the use of deliberative engagement
- Engagement when Council is buying or selling property, and
- Engagement during holiday periods and Council election periods.

[HAVE YOUR SAY TODAY!](#)

[HOW DO YOU LIKE TO HEAR ABOUT OUR CONSULTATIONS?](#)



**Complete a survey**

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Survey closed.



**Email us**

---

Email your feedback to  
[yoursay@mvcc.vic.gov.au](mailto:yoursay@mvcc.vic.gov.au)



**Phone us**

---

Prefer to speak with someone?  
Call us  
9243 8888



**Write to us**

---

Community Engagement Policy  
Engagement Team,  
Moonee Valley City Council  
PO Box 126  
Moonee Ponds VIC 3039

### Did you know?

You can now keep up to date on the latest community consultations and register for alerts on just the topics and suburbs that are of interest to you.

[Join today!](#)

### Document Library



**Draft Community Engagement Policy**  
PDF (373.10 KB)



**Summary of key changes**  
PDF (133.19 KB)

### Record your feedback here!

Record your thoughts here.

Is your microphone ready?


[Start recording](#)

Record - Listen - Send

Powered by [SpeakPipe](#)

### Timeline



**23 November - 31 December 2023**  
Community consultation open



**Early January 2024**  
Consideration of community feedback received



**15 January 2024**  
Report due to Council



**End February 2024**  
Implementation of Policy, pending Council outcome

[See less](#)

## 4.2 Survey tool

1. Please indicate to what extent do you oppose or support the draft Community Engagement Policy?

☐ Strongly oppose     
 ☐ Oppose     
 ☐ Neutral     
 ☐ Support     
 ☐ Strongly support

2. We are committed to ensuring that our consultations are accessible as possible for our diverse community. You will see below the current ways that people can contribute to our consultations.

Please rank this list in order of your most preferred way of contributing to consultations.

- Completing an online survey
- Completing a hard copy survey
- Face to face at an in-person event
- Participating in a focus group
- Attending an online session
- Email
- Using the SpeakPipe recording tool
- Phone call

3. Are there any other options you would prefer for you to contribute to our consultations?
4. What is your preferred way of finding out about consultations? You will see below the current ways that communicate about and promote our consultations.

Please rank this list in order of your most preferred way of finding out about consultations.

- Receiving notifications as a registered user of Your Say
- Email
- Social media
- Valley View
- Poster in community facilities
- Poster in outdoor public spaces
- Letterbox drop

5. Are there any other options you would prefer for you to find out about our consultations?
6. What is most important for Council to understand in relation to community engagement in Moonee Valley?

**7. What is your connection to Moonee Valley?**

- ☐ I live here
 ☐ I work here
 ☐ I visit here  
☐ I study here
 ☐ I own property here
 ☐ I own a business here  
☐ I am associated with a community group / organisation. Please name:

**8. Suburb:**

**9. Gender:**

**10. Age group:**

**11. Do you identify as Aboriginal or Torres Strait Islander?**

## 4.3 Social media reach

November 27

| Graphic                                                                             | <a href="#">Facebook</a> |        | <a href="#">Twitter</a> |     | <a href="#">Instagram</a> |     |
|-------------------------------------------------------------------------------------|--------------------------|--------|-------------------------|-----|---------------------------|-----|
|  | Clicks                   | 386    | Engagement              | 4   | Impressions               | 353 |
|                                                                                     | Comments                 | 6      | Impressions             | 184 | Likes                     | 8   |
|                                                                                     | Impressions              | 23,779 | Likes                   | 0   | Reach                     | 331 |
|                                                                                     | Link Clicks              | 155    | Link Clicks             | 3   |                           |     |
|                                                                                     | Reach                    | 8,522  | Media engagements       | 0   |                           |     |
|                                                                                     | Reactions                | 15     | Media views             | 0   |                           |     |
|                                                                                     | Shares                   | 3      | Retweets                | 0   |                           |     |

## December 12

| Graphic                                                                           | <a href="#">Facebook</a> |        | <a href="#">Twitter</a> |    | <a href="#">Instagram</a> |     |
|-----------------------------------------------------------------------------------|--------------------------|--------|-------------------------|----|---------------------------|-----|
|  | Clicks                   | 292    | Engagement              | 0  | Impressions               | 437 |
|                                                                                   | Comments                 | 9      | Impressions             | 99 | Likes                     | 6   |
|                                                                                   | Impressions              | 33,509 | Likes                   | 0  | Reach                     | 414 |
|                                                                                   | Link Clicks              | 164    | Link Clicks             | 0  |                           |     |
|                                                                                   | Reach                    | 11,481 | Media engagements       | 0  |                           |     |
|                                                                                   | Reactions                | 15     | Media views             | 0  |                           |     |
|                                                                                   | Shares                   | 0      | Retweets                | 0  |                           |     |

## December 27

| Graphic                                                                             | <a href="#">Facebook</a> |       | <a href="#">Twitter</a> |     | <a href="#">Instagram</a> |     |
|-------------------------------------------------------------------------------------|--------------------------|-------|-------------------------|-----|---------------------------|-----|
|  | Clicks                   | 8     | Engagement              | 2   | Impressions               | 705 |
|                                                                                     | Comments                 | 1     | Impressions             | 140 | Likes                     | 7   |
|                                                                                     | Impressions              | 1,294 | Likes                   | 0   | Reach                     | 672 |
|                                                                                     | Link Clicks              | 2     | Link Clicks             | 0   |                           |     |
|                                                                                     | Reach                    | 1,202 | Media engagements       | 0   |                           |     |
|                                                                                     | Reactions                | 4     | Media views             | 0   |                           |     |
|                                                                                     | Shares                   | 0     | Retweets                | 0   |                           |     |

## January 31

| Graphic                                                                           | <a href="#">Facebook</a> |       | <a href="#">Twitter</a> |     | <a href="#">Instagram</a> |     |
|-----------------------------------------------------------------------------------|--------------------------|-------|-------------------------|-----|---------------------------|-----|
|  | Clicks                   | 154   | Engagement              | 0   | Impressions               | 448 |
|                                                                                   | Comments                 | 6     | Impressions             | 100 | Likes                     | 9   |
|                                                                                   | Impressions              | 2,496 | Likes                   | 0   | Reach                     | 425 |
|                                                                                   | Link Clicks              | 30    | Link Clicks             | 0   |                           |     |
|                                                                                   | Reach                    | 2,385 | Media engagements       | 0   |                           |     |
|                                                                                   | Reactions                | 10    | Media views             | 0   |                           |     |
|                                                                                   | Shares                   | 1     | Retweets                | 0   |                           |     |

## February 6

| Graphic                                                                             | <a href="#">Facebook</a> |       | <a href="#">Twitter</a> |    | <a href="#">Instagram</a> |     |
|-------------------------------------------------------------------------------------|--------------------------|-------|-------------------------|----|---------------------------|-----|
|  | Clicks                   | 35    | Engagement              | 2  | Impressions               | 636 |
|                                                                                     | Comments                 | 0     | Impressions             | 82 | Likes                     | 3   |
|                                                                                     | Impressions              | 1,344 | Likes                   | 0  | Reach                     | 611 |
|                                                                                     | Link Clicks              | 19    | Link Clicks             | 0  |                           |     |
|                                                                                     | Reach                    | 1,295 | Media engagements       | 0  |                           |     |
|                                                                                     | Reactions                | 5     | Media views             | 0  |                           |     |

|  |        |   |          |   |  |
|--|--------|---|----------|---|--|
|  | Shares | 0 | Retweets | 0 |  |
|--|--------|---|----------|---|--|

## February 21

| Graphic                                                                           | <a href="#">Facebook</a> |     | <a href="#">Twitter</a> |    | <a href="#">Instagram</a> |     |
|-----------------------------------------------------------------------------------|--------------------------|-----|-------------------------|----|---------------------------|-----|
|  | Clicks                   | 9   | Engagement              | 1  | Impressions               | 655 |
|                                                                                   | Comments                 | 0   | Impressions             | 98 | Likes                     | 8   |
|                                                                                   | Impressions              | 980 | Likes                   | 0  | Reach                     | 620 |
|                                                                                   | Link Clicks              | 7   | Link Clicks             | 0  |                           |     |
|                                                                                   | Reach                    | 961 | Media engagements       | 0  |                           |     |
|                                                                                   | Reactions                | 2   | Media views             | 0  |                           |     |
|                                                                                   | Shares                   | 3   | Retweets                | 0  |                           |     |

## February 29

| Graphic                                                                             | <a href="#">Facebook</a> |     | Twitter           |    | <a href="#">Instagram</a> |     |
|-------------------------------------------------------------------------------------|--------------------------|-----|-------------------|----|---------------------------|-----|
|  | Clicks                   | 3   | Engagement        | NA | Impressions               | 237 |
|                                                                                     | Comments                 | 1   | Impressions       | NA | Likes                     | 2   |
|                                                                                     | Impressions              | 267 | Likes             | NA | Reach                     | 232 |
|                                                                                     | Link Clicks              | 2   | Link Clicks       | NA |                           |     |
|                                                                                     | Reach                    | 267 | Media engagements | NA |                           |     |
|                                                                                     | Reactions                | 1   | Media views       | NA |                           |     |
|                                                                                     | Shares                   | 0   | Retweets          | NA |                           |     |

## Stories:

| Prompt                                                             | Instagram   |                                                                                                                                                                                                                                                                             |
|--------------------------------------------------------------------|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| What is important for us to understand about community engagement? | Impressions | 483                                                                                                                                                                                                                                                                         |
|                                                                    | Comments    | <ul style="list-style-type: none"> <li>• 'That some groups are easier to ignore... you need to make a conscious effort to hear more'</li> <li>• 'Listening to the community by visiting particular sites, precincts, and suburbs'</li> <li>• 'God awful traffic'</li> </ul> |

## 4.4 Comments

| Preferred way to hear about consultations                                                                                                                                                                                                                                                                                            |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Via council customer service counter and libraries when visiting                                                                                                                                                                                                                                                                     |
| Identify ratepayers that are interested in participating in stakeholder groups. Canvass there areas of interest and target as required                                                                                                                                                                                               |
| Emailed briefs etc                                                                                                                                                                                                                                                                                                                   |
| Public transport and shopping centres                                                                                                                                                                                                                                                                                                |
| Yes, town hall meetings.                                                                                                                                                                                                                                                                                                             |
| Community centers and neighborhood watch newsletters                                                                                                                                                                                                                                                                                 |
| I person                                                                                                                                                                                                                                                                                                                             |
| Have a large community notice board set up (like a real estate board) at key shopping strip's ie keilor rd, puckle St, union Rd, apw Westfield etc that highlight upcoming consultation, all council related issues and how community can get involved, have a qrcode to link to the information. Update the board every month or so |
| If you participated in a survey then you should at least be emailed a copy of the results.                                                                                                                                                                                                                                           |
| Notifications via app                                                                                                                                                                                                                                                                                                                |
| Deliver to rates payers                                                                                                                                                                                                                                                                                                              |
| Making sure these communications come out in a timely manner allowing plent of time for people to respond                                                                                                                                                                                                                            |
| Online Facebook would be most convinient as emails just become too much and prefer sustainability over receiving something in the mail.                                                                                                                                                                                              |
| Set up booth at shopping centres, set up times in community halls, library's, let community groups know, schools, our young people have a right to speak up too. At the gyms, basketballs games, footy clubs, scouts,netball , baseball,                                                                                             |
| Door to door, calll everyone not just 100.people u choose to call ur family and friends                                                                                                                                                                                                                                              |
| above sounds good.                                                                                                                                                                                                                                                                                                                   |
| Obviously current ones dont work.                                                                                                                                                                                                                                                                                                    |
| No, email is best IMO                                                                                                                                                                                                                                                                                                                |
| Letterbox drop                                                                                                                                                                                                                                                                                                                       |
| Like I said target random groups. Disabled day programs cooking classes mens shed etc                                                                                                                                                                                                                                                |
| Phone message                                                                                                                                                                                                                                                                                                                        |

### Preferred way to hear about consultations

Conversation with staff

Ding able to access 'your say' would assist in being able to use it. Every time I have tried it has blocked me. Even changing my password, and receiving confirmation of the change, I have Ben unable to access it.

Information in Green Living publication

Yes, I think Town Hall meetings where councillors and the CEO present and answer questions directly would be fantastic.

Notice included with rate payment reminders

language/translation for key things. Interpreter options for face to face

### Preferred way to contribute to consultations

Listening posts in key activity hubs/areas.

Although the online survey is a convenient option I do wonder how much of this the council takes note of.

Council can form sub committees to report on single issue or larger policy formation

Briefing documents in advance. More time to engage.

Letter drop and pop-ups at train stations and shopping centres

Hard copy packs that don't require me to find details on line.

Yes, town hall meetings would be great, and also tracking whether councillors actually respond to emails. Currently it's appalling.

Simple videos explaining what the consultation policy is about in level 6 reading so everyone is inclusive in CE

To actually change something rather than do this for the sake of it

Visit shopping centres set up a booth and talk to the community, let leaders of community groups get involved

More professional engagement

Easy English

Yes, town hall meetings.

Mooney Valley digital app

vv

Be true to your word.

No,I think that covers it

As a full time working mother of two MV young people - my time is limited. But that doesn't mean I'm not interested in actively engaging my voice in what matters locally. Since the pandemic - online collaboration tools such as teams etc I find are also other great ways to engage in a way that is time and location sensitive.

I stated that before

Visit the local shopping centres and make a big deal.about, don't just stand around and talk with each other, ignoring the community so they don't engage with you. Do information evenings at the local community centre, if you have accepted the role of councillor, you need to make yourself available after hours, not just when it suits and you cant do it because you have kids, work, swimming training, business, I dont care, you make urself available because you choose to represent the community by becoming a councillor so do it. The role

### Preferred way to contribute to consultations

of councillor isn't a casual fun thing to do it's a job with important decision making roles so take it seriously

Promote surveys more to residents. I know of elderly members of our community who do not use computers. Do libraries promote surveys?

Diverse community. Who cares and whats this got to do with my rates. Fix potholes

Attending online sessions

I think you have forgotten maybe doing consultations through local groups like make and mingle rotary etc so you can get people who are disabled and elderly

Polling

More events like 'Meet the Mayor' - they were brilliant. And can we get MVCC noticeboards at the main shopping centres? Westfield/Niddrie/MPonds?

It would be good for conversations that are had across services like libraries, leisure centres, community events and programs are captured to ensure people's real voices can inform service delivery and decision making

Some background information on the 'project' would be an advantage.

Old fashion town hall meetings, they are a popular formula in kooyong/boorondara and enable direct engagement

Need to document, with metrics, what the engagement was. Publish these and act on it. No foo-foo fobbing off what you don't like.

I think they're all captured above

Addressing council meetings

Information sessions about the issue first.

### What is most important for Council to understand about Community Engagement?

When engaging Aboriginal people, value their cultural knowledge & time by meaningfully remunerating them (not a gift card). Similarly for specific groups where you are seeking specific lived experience input - eg, people with a disability, youth. Allow sufficient time, and ensure the purpose and extent of engagement is clear, and ensure the impact of potential outcomes are clearly articulated to ensure engagement is informed.

That you actually need to consult with residents and take on board concerns and issues and do something about them. This includes projects run by the State Govt where local council should be assessing resident impact but this is not happening. Residents then bear the brunt of the negative impacts and council does nothing about it.

Engagement has to be targeted at the right audience. For example if you are consulted about playground at a specific location, how about also engage with local children centres and seek out for the children voice. Engagement at the moment takes a standard approach across the board for everything which is not always appropriate

1. An environmental group eg Friends Of or Sustainability group should be directly consulted on ALL policies, projects etc 2. The carbon emissions profile for all projects must be fully disclosed openly and transparently. For example the Keilor East Leisure Centre extending pool opening hours consultation did NOT openly and transparently disclose the significant carbon emissions associated with that idea.

Stakeholder consultation is key to developing good sound policy that will serve the test of time

|                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| There is a need for less informing and more meaningful engagement. Informing is not engagement it's tick and flick.                                                                                                                                                                                                                                                                                                           |
| Inclusivity and intersectionality                                                                                                                                                                                                                                                                                                                                                                                             |
| Not every engages via social media or digitally. Need to reach all owners and residents for genuine consultation.                                                                                                                                                                                                                                                                                                             |
| Need face-to-face engagement. As it currently is the CEO can blow everything off with "we will look into it", and never does.                                                                                                                                                                                                                                                                                                 |
| If there is no policy on community engagement it will leave the door open for tick box consultations that have no community outcome at all                                                                                                                                                                                                                                                                                    |
| A policy in a policy is a policy for a policy for someone to write a policy. Local Government at its absolute best!                                                                                                                                                                                                                                                                                                           |
| I agree with many of the proposed changes. #1 should be providing a short and simple language of the policy in my opinion, easily accessible to council residents.                                                                                                                                                                                                                                                            |
| Be transparent, be vocal, be for the community not councillors own personal interests                                                                                                                                                                                                                                                                                                                                         |
| There have been a number of 'meet and greet' and 'provide feedback' events that have been held in the middle of the working week. This will heavily skew your data towards retirees that do not support new things like bike lanes!                                                                                                                                                                                           |
| Community consultation                                                                                                                                                                                                                                                                                                                                                                                                        |
| That having the CEO state in council meetings that they have acknowledged the community members comment/request, but there isn't a time frame. For any task assigned, a deliverable and time frame are required. This isn't done and when it is the council don't stick to it.                                                                                                                                                |
| There is a wide range of demographics across Moonee Valley and it is important that all voices are invited                                                                                                                                                                                                                                                                                                                    |
| To actually try and act on residents requests/concerns.                                                                                                                                                                                                                                                                                                                                                                       |
| To listen and act on issues that are important to community.                                                                                                                                                                                                                                                                                                                                                                  |
| Engagement with all cultural groups Engagement with all age groups Timely and good advertising of all projects requiring community engagement.                                                                                                                                                                                                                                                                                |
| There are different demographics and what makes up a family such as families with dogs.                                                                                                                                                                                                                                                                                                                                       |
| Engagement that is genuinely open to the voice of community and be prepared to shape actions based on it. There is nothing more insincere than engagement with no intent to allow feedback other than to be able to "tick a box".                                                                                                                                                                                             |
| Keep up the family festivals.                                                                                                                                                                                                                                                                                                                                                                                                 |
| Council needs to make greater effort in how they go about engaging with the community. They need to make it possible to gather a lot more opinions for various projects. A post on social media isn't enough. Set up information booths in the various suburbs. Visit sports clubs, community clubs, library's, shopping centres and strip shops, flyers, meetings in community halls at night when people are home from work |
| [REDACTED INFLAMMATORY]                                                                                                                                                                                                                                                                                                                                                                                                       |
| Listen & do what the majority of ratepayers want.                                                                                                                                                                                                                                                                                                                                                                             |
| I think it's important you have more interaction with the community, and listen to the community.                                                                                                                                                                                                                                                                                                                             |
| Councillors should listen to ratepayers                                                                                                                                                                                                                                                                                                                                                                                       |
| Listening to the quiet majority, not the noisy minority groups all the time                                                                                                                                                                                                                                                                                                                                                   |

Council needs to take in feedback and opinions from a cross-section of our varied community to know how best to manage the municipality and please the ratepayers and visitors by understanding what is and isn't important to them.

To understand the importance of making itself known to the community of MVCC through broader outreach. (through points of contacts such as: clinics in the area, GPs, Gyms, Malls, through Body Corps that can inform new coming tenants, etc)

I read the document and you weren't clear as to whether or not your community engagement extended to a representative on the council and other major project teams. It's well and good to have a one touch approach through surveys and focus groups but to be truly committed you need to have ongoing representation

Community engagement means every single resident without intervention of any political voice, persuasion or political agenda

Some people's views are absolutely 100% worthless and they should be totally ignored.

Council must understand as a resident, roads, rates, rubbish, kindergartens, libraries are my main concern. Disappointed with road under Essendon station and no action Park st Puckle st railway crossings.

Really love a commitment to equity and removing barriers to participation in engagement. It's important that it's not just people like me who participate... how do you engage more of the people that are less likely to participate. How to remove barriers to participation.

Community engagement can take many forms, formal meeting, phone calls, emails, etc. To get the correct balance the wording used needs to be accurate, and convey the actual engagement required. The document contains some grammatical errors and omitted words.

Getting the balance right regarding the demographic representation. Listening and making serious, time effective efforts to implement projects etc. Communication and sharing of initiatives across all council departments.

What's important is that council enables the community to be able to have a say and feel like a difference is being made from the input being given. If people feel their needs are not being met or heard that's when dissent emerges however at the same time it's important council doesn't just become a populist system and always puts the needs what's best for the community first (even if sometimes it's not always initially a popular policy) Communication with the community is also pivotal.

the policy needs to cover that mvcc will report periodically eg monthly or quarterly in all projects and provide details if project progress vs time expected and budget

Given the history of NOT listening to community concerns and the CEO/MVCC staff not properly responding to questions and concerns it is difficult to see how this new proposal will change anything.

Just ensuring that a wide diverse group of people are included which will enable a good cross-representation of the community's views

Gaining an understanding what the broader community requires to help them live, work and play in the municipality.

some residents need more support and specific engagement strategies to have their say

To deliver full disclosure/explanation to all effected members of the community before final decisions are endorsed in order for community to respond/understand to proposed decisions.