DRAFT PUBLIC PARTICIPATION STRATEGY
2005

CONTENTS

1. INTRODUCTION

Increasingly local government is expected to engage citizens in key public decision-making processes. A new, more collaborative style of decision-making is not only required but results in better decisions.

The City of Joondalup has a demonstrated commitment to public participation in its decision-making processes by bringing people of different perspectives together to talk about problems and potential solutions. We recognize that this approach has the highest potential for building long-term and well-supported solutions.

The goal of this Strategy is to provide a process and choices for involving citizens in decision-making and to enhance current opportunities and processes for that to happen.

Citizen participation cannot nor should it replace the democratic process of decision making by duly elected and accountable public representatives. Rather, through public participation the community assists its elected members in understanding and factoring community aspirations, preferences, concerns and desires into their deliberations and decision-making.

This Strategy provides information on the following:

- The context for a Public Participation Strategy
- Benefits of public participation
- The objective and requirements of the Public Participation Policy 2.6.3
- The differences between consultation and public participation
- A process for public participation projects
- Evaluation of public participation projects
- A public participation toolkit

Contributions to the development of the Strategy have included:

- Extensive research into public participation practices of Local Government
- Support from staff of the Citizens & Civics Unit from the Office of the Premier & Cabinet in application of the "*Consulting Citizens*" guides
- The practical experiences of staff from a variety of professional backgrounds in working with the community
- The community perspective of the Sustainability Advisory Committee (SAC)

2. CONTEXT FOR A PUBLIC PARTICIPATION STRATEGY

The City's commitment to public participation is supported by the fact that the community is currently participating in a range of activities. It is also formalized in a number of documents of Council.

Examples of public participation
- Community representation on an established committee of Council.
- Community representation on the City's community funding program assessment panels where recommendations on which applicants should receive funding are considered
- Community working parties such as those for redeveloping a local park or for resolving traffic problems
- Community workshops to address such matters as regional tourism, economic development and strategic planning
- Volunteer work with City staff on cultural events such as the Joondalup Festival or local heritage projects or environmental projects

Opportunities such as these appeal to people with very different interests, skills and knowledge to contribute and are advertised in the community newspapers. A list of the committees that include community representation can be found in the Appendix on p. 13.

Policy Context
The City has a Public Participation Policy 2.6.3 that calls for the development of a Strategy to implement public participation processes.

The City's Strategic Plan 2003 – 2008 states that the decisions of Council will be guided by a number of underlying principles that have been developed to guide the City's decision making. Two of the Guiding Principles highlight Councils' commitment to public participation:

1. ***Community Focus***
   We will work in partnership with our community to build capacity, and develop community ownership and identity.
2. ***Leadership through Partnerships and Networks***
   We will develop partnerships and networks throughout the community
   We will develop a supportive and trusting relationship with our community

Further, objective 4.3 of the Strategic Plan is "to ensure the City responds to and communicates with the community" and identifies the following strategies to meet this objective:

- *Provide effective and clear community consultation*
- *Provide accessible community information*
- *Provide fair and transparent decision-making processes*

3.   BENEFITS

Public participation does not remove the responsibility of Council for decision-making in the interests of "the good government of the district" - a requirement of the Local Government Act – but does result in the following benefits:

- Long term financial savings to the organising agency
- Increased user satisfaction in services
- Increased likelihood of policy/program acceptance
- Reduced conflict
- Improved relationship with citizens
- Improved public image
- Stronger communities
- Reinforced legitimacy in the decision-making process
- Actual or potential problems revealed
- Increased citizenship capacity

Source: Consulting Citizens: Planning for Success, (June 2003), Department of Premier and Cabinet Citizens and Civics Unit.

4.   STRATEGY OBJECTIVE AND REQUIREMENTS

Specifically, the Strategy aims to achieve the following objective outlined in the City's Public Participation Policy (2.6.3).

To actively involve the community in Council's planning, development and service delivery activities.

The Policy also sets out the following requirements for a Public Participation Strategy:

- Identification of issues requiring public participation
- Inclusion in the annual budget process of funding for public participation activities
- Increasing staff awareness and skills in public participation techniques
- How all sectors and groups within the community can have the opportunity to participate in the City's activities and
- A community education program relating to public participation in the City's affairs

Each of the Strategy requirements will be addressed in turn.

Identification of the issues requiring public participation

It is preferable that public participation should be planned, rather than reactive. In this way there will be sufficient time for designing and implementing a program of participation that can deliver acceptable outcomes for all those involved.

Previous research has shown that there is considerable public interest in a range of issues including policy, planning, expenditure, strategic planning and others. These matters may be construed as 'big picture' issues or major projects for the City in that they are:

- Clearly aligned to [achievement of] the Strategic Plan or
- Have significant impact across the organisation or the community in terms of benefits, risks, and use of financial and other resourcing capabilities.

Public participation is therefore warranted where there are community-based issues that are likely to have a significant and potentially long term impact on:

- Policy development
- The financial and other resourcing capabilities of the City
- The lifestyle and amenity of the community

Inclusion in the annual budget process

Planning is a necessary prerequisite for conducting public participation exercises and for ensuring that there are sufficient funds and other resources available for the process.

Currently, responsibility for developing a budget for public participation processes rests with the Business Units. Past experience with public participation projects conducted by the City has identified a number of costs associated with the process. Therefore Business Unit Managers should give consideration to including costs such as these in their annual business plans and budget as part of a project:

- Advertising of public participation initiatives
- Independent professional facilitation services
- Public speakers' fees
- Consultancy fees for analysis of information obtained through the participation process
- Venue and equipment hire
- Printing of workshop materials – workbooks, worksheets, maps etc
- Catering/Refreshments
- Overtime payments for staff working out of hours
- Remuneration for travel to venue/costs of child care
- Incentives

Increasing staff awareness and skills in public participation techniques

In order to implement the Public Participation Strategy it will be necessary for staff training to be provided in the following skills and knowledge:

- Community engagement
- Managing diversity
- Public speaking
- Presentation
- Facilitation
- Negotiation
- Conflict resolution
- Program/Project Management
- Business research methods for analysing and reporting on information received and lastly,
- Evaluation of social programs

The Corporate Training Program will be updated to include training in the skills/knowledge associated with public participation that is accredited or otherwise professionally recognised.

In-house training on the new public participation process and associated documentation will need to be provided regularly as an adjunct to the current Corporate Training Program. It is envisaged that this training will be delivered as part of the implementation process.

How all sectors and groups can have the opportunity to participate

To ensure that all sectors and groups within the community can have the opportunity to participate in the City's activities the new public participation process includes the following:

- Expressions of Interest to be sought from the public on all relevant projects using advertising in the community news, signs on site, posters and, where appropriate, targeted mail outs.
- Preliminary research will be required to identify stakeholders, their issues with respect to the project and participation ground rules.
- To ensure consensus on matters to be addressed through the participation process, the City will work with identified stakeholders to create the agenda.
- All participation projects to address issues of access and equity to ensure that people with disabilities (including aged people) and people from culturally and linguistically diverse backgrounds can participate satisfactorily.

A community education program

Community education on public participation will include the following provisions:

The City's Schools Connection program provides civics education that can be tailored to meet the needs of any age level or area of study. In future, the program will include the notion of active citizenship or how students can contribute to the good of their local communities.

The City's website includes the facility for the public to provide comment on projects of Council. There is also a facility for online discussion groups on a range of topics. A 'hands on' computer training course on the use of the Internet for accessing Council information, providing feedback to the City on current projects, services and programs and the use of the online discussion forum to raise issues for community deliberation will be available in 2005.

To ensure that future community education programs are effective in helping members of the public to take up opportunities to participate, a program of research is planned that will identify and then profile members of the community with an interest in participative exercises. In this way, programs can be appropriately resourced and tailored to needs of potential participants.

5. DIFFERENCES BETWEEN CONSULTATION AND PARTICIPATION

The Public Participation Policy 2.6.3 clearly states that public participation can include the following elements, but it is far more than:

- Public consultation
- Public relations
- Information dissemination
- Conflict resolution

To ensure that the differences between the objectives of public consultation, public relations, information dissemination and conflict resolution and public participation are understood, the following table has been provided that identifies:

- Each process
- The objective of each process
- Examples of when each process is best used

PROCESS	OBJECTIVE	EXAMPLES
Public consultation	To obtain public feedback on analysis, alternatives and/or decisions	• Planning/Building Approvals • Scheme amendments and structure plans • Road/PAW closures • Local laws • Planning/Development Policies • Principal Activities Plan • Customer Service Monitor
Public relations	To manage the relationship between an organization and its publics to achieve effective public relations, i.e. a shift in public, awareness, attitude or behaviour.	• Press releases • TV 'news' • Public service documents
Information dissemination	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives and/or solutions	• Annual Report • Firebreaks
Conflict resolution	To develop a method for resolving conflicts through which individuals and/or groups can reach consensus on an issue	• Mediation
Public participation	**To actively involve the community in Council's planning, development and service delivery activities.**	• **Development of the Strategic Plan** • **Development of 'external' policies** • **Development of new services & or products** • **Formal Committees of Council – see Appendix on p.13** • **Short-term working groups – traffic studies, park development, Joondalup Festival** • ***Major projects eg; Major Town Planning Scheme Reviews and associated studies; Major Road Proposals (Ocean Reef Road extension); Major Reserve Development Proposals.**

*The extent of participation processes will in part be determined by any statutory obligations.

6. PUBLIC PARTICIPATION PROCESS

The City has developed a public participation process based on the Citizens and Civics Unit guides. The process is described in a flowchart which can be accessed online on the City's Intranet in the Knowledge Bank. The process includes a number of phases, which are described below.

Phase 1 -Task Definition

During this phase, the following matters must be documented.
- The background/history to the project
- The purpose of the public participation project
- How the information obtained through the process will be used
- The non-negotiable aspects of the project eg financial constraints, legislative requirements, Australian Standards etc;
- The timescale for the project

Phase 2 - Representation

Activities during the phase include:
- Seeking Expressions of Interest from the community
- Identifying, listing and recording details of local networks/individuals/groups with an interest in the matter.

Phase 3 - Gathering Stakeholder Information

Contact is made with the people identified during the representation phase to determine:

- Any background/history regarding the matter
- Any other groups/networks that they know of or are connected with & contact details
- Issues that they would like addressed
- Outcomes they would like to see from the participation process
- How they can contribute to the participative process
- Ground rules they would like included in the process

During this phase, it will be possible to identify issues that are

- 'Out of scope' for the City or that can be referred to a more appropriate agency and
- To advise participants of the non-negotiable aspects of the process.

Phase 4- Building the Agenda

All stakeholder information can now be collated to identify:

- Issues in common
- Outcomes in common
- Ground rules in common

This information is then circulated to contributing participants for their information and sign off.

A reference group of participants can then be formed to 'build the agenda' for the participative process.

Phase 5- Program Development and Implementation Phase

From the information obtained in the previous phases, the following decisions must be taken:

- What is needed in the way of background or technical information for participants to work together to resolve the problems/issues on the agenda?

- Who has that background or technical information?

- What is the best method for communicating that background or technical information in ways that will be understandable to all participants?

- What is the best method for participants to be able to work together/interact?

- Where should that interaction take place?

- What materials, equipment etc will be needed to support the process

The final program for a participative process will be dependent on the number and complexity of the issues to be addressed. One or more sessions may be appropriate.

Phase 6 – Evaluation

During this phase the participative process will be evaluated to determine its efficacy from the perspective of participants.

Feedback received from the participative process will be analysed and a report produced on the findings. The complete process will be recorded using the documentation developed for that purpose.

The Public Participation Strategy is supplemented with a toolkit to guide future publication participation processes. The toolkit is provided as an attachment to the Strategy.

7. EVALUATION

Public participation projects must be evaluated to determine their efficacy from the perspective of all stakeholders and to identify opportunities for process improvement.

The following elements have been identified as contributing to successful participation processes:

- Incorporation of public values into decisions
- Improvement in the quality of decisions is substantive
- Conflict among competing interests is resolved
- Trust in institutions is built and
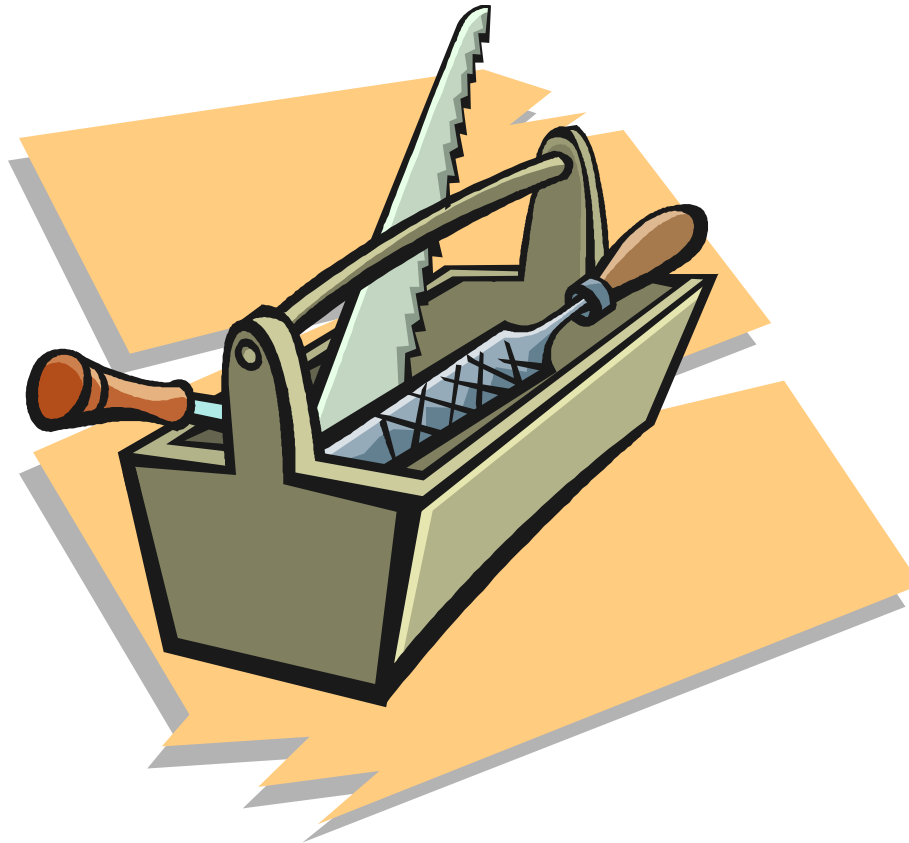- The public are educated and informed.

Beierle and Cayford (2002)

A survey instrument has been developed (see Toolkit) for determining the overall quality of a discrete Public Participation Project and incorporates questions based on the elements identified previously. To identify the extent to which participants have been satisfied with the process, the survey also includes questions on presentation, content and coordination.

APPENDIX – COMMITTEES OF COUNCIL

Committee Title	Purpose
The Central Business District Enhancement (CBD) Committee	• To make recommendations to Council in relation to creating a sustainable business environment in the Joondalup CBD that includes a coordinated approach to marketing and promotion. • To provide advice to Council on issues that affect the viability of the Joondalup CBD, and items that are referred to the Committee from the City of Joondalup
The Conservation Advisory Committee	• To liaise with community groups and the general public to promote the importance of conservation and rehabilitation of bushland and the natural environment. • To provide technical and practical advice on Management Plans and implementation of conservation strategies within the City. • To promote the importance of conservation, biodiversity and the rehabilitation of bushland and the natural environment
The Joondalup Eisteddfod	• To encourage and assist development of the Eisteddford • To facilitate the day to day operations of the Eisteddfod • To assist the Coordinator of the organization , set up and operation of the Eisteddford • To promote artistic excellence • To improve the performance skills of participations • To provide opportunities for public performance
Joondalup Youth Advisory Council	To advise Council on any issues of importance to the youth population of the City.
Youth Affairs Advisory Committee	• To oversee the strategic ccordination of all youth issues across Council • To oversee the implementation of the Future Directions for Youth Services Action Plan • To oversee the regular review and updates of the Future Directions for Youth Services Action Plan.

Committee Title	Purpose
Seniors Interests Advisory Committee	• To oversee the strategic coordination of all seniors' issues across Council. • To provide advice to Council to ensure that concerns of seniors are adequately represented in the City's planning processes and the strategic directions being developed for older people across the City.
The Sustainability Advisory Committee	• To recommend to the City of Joondalup Council on policy, advice and appropriate courses of action which promote sustainability, which is (1) environmentally responsible, (2) socially sound and (3) economically viable. • To provide advice to Council on items referred to the committee from the City of Joondalup.

PUBLIC PARTICIPATION TOOLKIT

PUBLIC PARTICIPATION TOOLKIT

1

TOOLKIT OVERVIEW

This toolkit provides information on a range of tools that can be used by officers of the City when working through the phases of a public participation project – Target Identification, Representation, Gathering Stakeholder Information, Building the Agenda, Program Development and Evaluation.

The tools available include:

1. Electronic templates for Word and Excel documents that can be sourced from the City's Intranet in the Knowledge Bank

   Excel documents (templates available online)

   - Public Participation Process Flowchart – this document provides an overview of a typical public participation process and identifies each of the phases in the process and suggested timeframes for their completion.

   - Stakeholder Information Spreadsheet – to record stakeholder contact details and information

   Word documents (templates included in this document)

   - Public participation project report template – to record the outcomes from each phase of the process

   - Interview schedule template – to collect stakeholder information for inclusion in the Stakeholder Information Spreadsheet

   - Agenda template – for a public participation process

   - Program development template – for planning and implementing a public participation process

2. The City's website. The website can be used for publicising opportunities for public participation, online registration for Expressions of Interest and progress reports on the participation process.

1. PUBLIC PARTICIPATION PHASES AND TOOLS

This table identifies which tools can be used during the various phases of a typical public participation process.

PHASE	TOOL/S
Phase 1 - Task definition During this phase, the following matters must be documented. • The background/history to the project • The purpose of the public participation project • How the information obtained through the process will be used • The non-negotiable aspects of the project eg financial constraints, legislative requirements, Australian Standards etc; • The timescale for the project	**Public Participation Project Report Template** This template is provided for officers responsible for project managing a public participation project to record the outcomes from phases 1 – 5 of the public participation process.
Phase 2 – Representation Activities during the phase include: • Seeking Expressions of Interest from the community through advertising or targeted mailouts. The Random Sampling Tool on the Strategic and Sustainable Business Unit web page can be used to select and invite participants. • Identifying, listing and recording details of local networks/individuals/groups with an interest in the matter.	**Public Participation Project Report Template** This template is provided for officers responsible for project managing a public participation project to record the outcomes from phases 1 – 5 of the public participation process. **Stakeholder Information Spreadsheet Template** This electronic document is provided on the Intranet in Knowledge Bank for officers to record the names, addresses and contact details of individuals and organisations who have submitted an Expression of Interest (EOI)in participating. **City of Joondalup Website** The website provides a facility for individuals and organisations to submit an EOL online. As people register, Records will receive an online notification and will then forward details to the officer responsible for project managing the public participation project.

PHASE	TOOL/S
Phase 3 – Gathering Stakeholder Information Contact is made with the people identified during the representation phase to determine: • Any background/history regarding the matter • Any other groups/networks that they know of or are connected with & contact details • Issues that they would like addressed • Outcomes they would like to see from the participation process • How they can contribute to the participative process • Ground rules they would like included in the process	**Public Participation Project Report Template** This template is provided for officers responsible for project managing a public participation project to record the outcomes from phases 1 – 5 of the public participation process. **Interview Schedule Template** This interview template is provided as a prompt for collecting information from the people who have submitted an EOI concerning the public participation project. **Stakeholder Information Spreadsheet Template** This electronic document can also be used to record the information about stakeholders using the interview template.
Phase 4 – Building the Agenda Phase All stakeholder information can now be collated to identify: • Issues in common • Outcomes in common • Ground rules in common This information is then circulated to contributing participants for their information and sign off. A reference group of participants can then be formed to 'build the agenda' for the participative process.	**Stakeholder Information Spreadsheet Template** This electronic document can now be used to sort the information on stakeholders to identify the most commonly occurring agenda items with respect to issues, outcomes and ground rules**.** **Agenda Template** Provides a template for setting out the final agenda as agreed by all stakeholders. **Public Participation Project Report Template** This template is provided for officers responsible for project managing a public participation project to record the outcomes from phases 1 – 5 of the public participation process.

PHASE	TOOL/S
Phase 5 – Program Development and Implementation Phase From the information obtained in the previous phases, the following decisions must be taken: • What is needed in the way of background or technical information for participants to work together to resolve the problems/issues on the agenda? • Who has that background or technical information? • What is the best method for communicating that background or technical information in ways that will be understandable to all participants? • What is the best method for participants to be able to work together/interact? • Where should that interaction take place? • What materials, equipment etc will be needed to support the process The final program for a participative process will be dependent on the number and complexity of the issues to be addressed. One or more sessions may be appropriate.	**Program Development Template** Provides a template for organising a program for a public participation event/occasion. **Public Participation Project Report Template** This template is provided for officers responsible for project managing a public participation project to record the outcomes from phases 1 – 5 of the public participation process.
Phase 6 – Evaluation During this phase the participative process will be evaluated to determine its efficacy from the perspective of participants. Feedback received from the participative process will be analysed and a report produced on the findings.	**Public Participation Evaluation Template** Provides a survey for evaluating the efficacy of the process, content and outcomes of the public participation session/s

2. PUBLIC PARTICIPATION PROJECT REPORT TEMPLATE

TITLE:

PROJECT OFFICER:

TASK DEFINITION PHASE

To actively involve the community in Council's planning, development and service delivery activities by…
(Complete sentence in line with Public Participation Policy 2.6.3)

Background
(Reports? Decisions of Council? Stakeholder perspectives of matters to
date though petitions/letters to newspaper/press clippings/Contact spreadsheet info?)

Information Management
(Detail on how the information obtained through the public participation project will be used by
the City Who? What? When? Where? How?)

Timescale for the public participation project
DD/MM/YYYY to DD/MM/YYYY

Non-negotiable aspects of the public participation project
List (May include financial constraints, compliance with Australian Standards/regulations,
legislative requirements etc)

This information should be placed on the City's website

REPRESENTATION, GATHERING INFORMATION & BUILDING THE AGENDA PHASE

1.   Stakeholders and their issues
        (From Contacts Spreadsheet)

2.   Desired outcomes for stakeholders
        (From Contacts Spreadsheet)

3.   Desired outcomes of public participation project for the City

4.   Stakeholder contribution to the public participation project
        (From Contacts Spreadsheet)

5.   Stakeholder nominated ground rules for the public participation process
        (From Contacts Spreadsheet)

6.   Membership of reference group for finalising agenda

7.   Finalise agenda detail

PROGRAM DEVELOPMENT PHASE

1. Supporting Information

(What is needed in the way of background or technical information for the stakeholders to work together to resolve the problems/issues? This will provide both context and critical information for decision-making.)

2. Sources of supporting information

3. Method for conveying supporting information

(Speaker's presentation? Video? PowerPoint? Maps? Graphs? Tables?)

4. Method for stakeholders to work together

5. Location for the interaction

PROGRAM RESOURCES

6. Funds

7. Expertise
(External consultants for facilitation, guest speakers, technical support)

8. Administrative support
(Mail outs, bookings, set up, catering, scribing)

9. Facilities
(Venues with wheelchair access, disabled toilets, sufficient parking, air conditioning/heating)

10. Materials
(Butcher's paper, markers, workbooks, post-it notes, masking tape, process evaluation sheets)

11. Equipment
(Whiteboard, sound system, projection screens, data projectors, laptop, TV/video links, extension cords and power boards)

12. Information management and analysis
(In-house or consultancy for collecting and analysing data from workshops, also for analysing the effectiveness of the process using evaluation proforma.)

13. Time
(Program schedule)

3. INTERVIEW SCHEDULE TEMPLATE

Organisation/Community Group

Name of Representative

Address

Telephone

(W)	(H)
(M)	

Email

Background
What, if any, 'history' does the organisation/community group have with respect to the matter

Likely impact of decision/s taken on organisation/community group
Consider positive or negative impacts "If this happens…if it doesn't happen."

What are the issues arising for the organisation/community group on this matter?

Desired outcomes of public participation process for organisation/ community group

Organisation's/Community group's contribution to public participation process

E.g.; distribution of information, venues, setting up, scribing, facilitating etc;

Nominated ground rules for public participation process

Other organisations/community groups known that could have an interest in the matter?

Additional comments

4. AGENDA TEMPLATE

TOPIC

To actively involve the community in Council's planning, development and service delivery activities by …..

ISSUES TO BE ADDRESSED

Issue One:

Issue Two:

Issue Three:

Issue Four:

Issue Five:

DESIRED OUTCOMES OF PUBLIC PARTICIPATION

Outcome One:

Outcome Two:

Outcome Three:

Outcome Four:

Outcome Five:

AGREED GROUND RULES OF PUBLIC PARTICIPATION PROCESS

Ground Rule One: **Eg; One person speaking at a time**

Ground Rule Two:

Ground Rule Three:

Ground Rule Four:

Ground Rule Five:

5. PROGRAM DEVELOPMENT TEMPLATE

PROJECT TITLE	
REQUIREMENTS	**DETAIL**
DATE	
VENUE: Address: Telephone:	Disability access/facilities: YES/NO Air conditioning/heating: YES/NO Parking available (where): Seating/tables sufficient for event: YES/NO Tea/coffee making facilities: YES/NO Date venue booked: Keys to be collected from:
DURATION	Hrs: Mins:
ROLES & RESPONSIBILITIES	**NAMES**
MC	
Facilitator	
Table facilitator/s	
Scribes	
Technical support	
Administration & venue set up/clear up	

PUBLIC PARTICIPATION ADMINISTRATION

	WHAT	WHO	WHEN
VENUE SET UP	Workshop registration sheets		
	Sticky name labels/		
	Podium for speakers with sound/lighting		
	"Travelling" mike for questions from the floor.		
	Display boards for use by co-presenters		
	X tables set up with writing pads, pens, markers, water bottles/jugs and glasses, lollies		
	Arrange for tea/coffee/water to be available for participants on arrival		
	Arrange for morning tea – X participants		
	Arrange for lunch – X participants		
	*Ensure that the venue is comfortable for participants in terms of correct temperature.		

PUBLIC PARTICIPATION ADMINISTRATION

	EQUIPMENT	REQUIRED	DATE BOOKED - INITIALLED
MATERIALS REQUIRED	Data projector	☐	☐
	Laptop	☐	☐
	Visualiser	☐	☐
	Electronic whiteboard	☐	☐
	Whiteboard pens (Various colours)	☐	☐
	Butchers paper/Large Post-It sheets	☐	☐
	Markers (various colours)	☐	☐
	Writing Pads	☐	☐
	Pens	☐	☐
	Post-It notes (various colours)	☐	☐
	Incentive lollies	☐	☐
	Lolly baskets/containers	☐	☐
	Masking tape	☐	☐
	Long extension cord	☐	☐
	Power board	☐	☐
	Workshop evaluation forms	☐	☐
	CD player/CDs	☐	☐

SAMPLE PUBLIC PARTICIPATION RUN SHEET		
9 am	**Approx. 20 – 30 mins** Dependant on who is coming and where they're coming from.	***Registration & Refreshments***
9.30 am	**Approx 45 mins** Should allow up to half or ¾ hrs for this segment. Check out the length of any introductory speeches by dignitaries – or by contacting the P.A.s/ policy officers who have arranged for dignitaries to be there in the first place	***MC introduction to person performing "formal welcome" for day (or "to country" if Aboriginal person suitable/available for occasion)*** ***Formal welcome (STATE MINISTER / MAYOR / COUNCILLOR / CEO / DIRECTOR / MANAGER)*** • Dignitaries, participants and speakers **Introduction to facilitator for day** • Greet participants • Housekeeping (location of toilets etc) • Request that mobile phones be turned off • Introduce purpose of session, desired outcomes for all participants and negotiated ground rules (See **Agenda)** • Note that the process will be evaluated to see how effective it has been in achieving the desired outcomes of the participants

SAMPLE PUBLIC PARTICIPATION RUN SHEET

9.45 am	**Approx 20 mins**	Introduce **Background** to the matter • The background is the context within which the public participation process is taking place. • The background provides the opportunity for reviewing how this point has been arrived at, who has been involved and what, if anything, has been done about it so far. • Perceptions of what has led to the situation may vary. Acknowledge differing stakeholder perspectives. This information will be available in the **Contacts Spreadsheet.** • Stakeholders can provide background if this assists with developing the context for all participants. To achieve this, the background portion of the program can be split into timed segments.
10.05 am	**Approx 10 mins**	• Link **background** to the **issues** to be addressed at the session and the process for how this will happen. • Invite participants to identify any issues that may have been missed. If some are identified, ask the group for permission (show of hands) to cover the new issues **if there is time** during the session. If the issues have not been addressed by the end of the evening, ask the group if they would like to have a further meeting to address them and proceed according to their advice. • Identify the ground rules for the session. Check that the group is OK with the ground rules. Ask if any missing. If group approves, add new ground rules to the list. (Use show of hands)
10.05 am	**10 mins <u>max</u>**	Introduce any **technical information/technical resources** and how it/they can be used to inform the participants during the process.

SAMPLE PUBLIC PARTICIPATION RUN SHEET		
10.15 am	**Approx 10 -30 mins dependent on how issue is framed**	**Issue One** The issue will already have been articulated in the agenda so the focus should be on: • what can be done about it • who has the resources to do it/can get the resources to do it • how long it will take • when it should be done by If the group is relatively small (under 10 people), review resolutions to issue, actions to be taken and check for any amendments. If a large group has been split into smaller groups there may be a need to collate the information and report back at a later date/plan an additional meeting.
10.45 am	**Ditto**	**Issue Two** etc
11.15 am	**Approx 10 – 15 mins**	For small groups • Review resolutions to all issues and recommended actions arising • If some issues closely linked, determine whether one set of actions can cover more than one issue • Revisit purpose of session and outcomes sought by everyone and ask participants to complete process evaluation • Where to from here
11.15 am	**Approx 10 – 15 mins**	For large groups • Identify that resolutions from all groups for each issue will be analysed for common themes • Identify that the actions which best address each issue will be written up • Identify when the findings from the data analysis will be made available to participants • Where to from here • Revisit purpose of session and outcomes sought by everyone and ask participants to complete process evaluation

6. PUBLIC PARTICIPATION EVALUATION TEMPLATE

TITLE OF OCCASION:
PRESENTER:
DATE:
VENUE:

Please provide us with feedback on the following

A.   PRESENTATION

How would you rate the following?	Excellent	Very Good	Good	Fair	Poor
1. The program for the session*	☐	☐	☐	☐	☐
2. The material/issues covered*	☐	☐	☐	☐	☐
3. The knowledge/skills of the facilitator/presenter*	☐	☐	☐	☐	☐
4. The skills of the supporting facilitator/s/presenters	☐	☐	☐	☐	☐

B.   CONTENT

What is your view on the following?	Strongly agree	Agree	Neither agree or Disagree	Disagree	Strongly Disagree
1. My particular issues were covered by the agenda for the session	☐	☐	☐	☐	☐
2. During the session, I had a good understanding of how I could contribute to the discussions *	☐	☐	☐	☐	
3. The objectives for the session were met*	☐	☐	☐	☐	☐
4. The information presented was helpful/useful for discussions*	☐	☐	☐	☐	☐
5. The facilitator was responsive to the needs of the participants*	☐	☐	☐	☐	☐
6. The supporting facilitator was responsive to the needs of participants.	☐	☐	☐	☐	☐

C.   COORDINATION

What is your view on the following?	**Strongly agree**	**Agree**	**Neither agree or Disagree**	**Disagree**	**Strongly Disagree**
1. Sufficient notice was given for me to attend the session.	☐	☐	☐	☐	☐
2. The venue for the session was suitable.	☐	☐	☐	☐	☐
3. The timeframe for the session was sufficient.	☐	☐	☐	☐	☐

D.   ACHIEVEMENT OF PROCESS

To what extent are you confidant that this public participation will achieve the following?	**To a great extent**	**To a certain extent**	**Not to a great extent**	**To no extent whatever**
4. What really matters to the community will be included in the final decisions	☐	☐	☐	☐
5. The overall quality of the City's decisions will be improved	☐	☐	☐	☐
6. Conflict between competing interests will be resolved	☐	☐	☐	☐
7. It has increased my trust in the City of Joondalup	☐	☐	☐	☐
8. I feel better informed and knowledgeable as a result of the process	☐	☐	☐	☐

FURTHER FEEDBACK
My personal objectives in attending the workshop were met. YES / NO*

Additional Comments: _____

_____

Thank you for your feedback. It will enable us to assess the delivery of our service and enhance future performance.

ATTACHMENT C
COSTS OF CONDUCTING AN INDIVIDUAL PUBLIC PARTICIPATION EXERCISE

ACTIVITY	TOTAL UNITS REQUIRED	OPERATING AND LABOUR COST	LABOUR ON COST %	LABOUR ON COST $	CORPORATE OVERHEAD	LABOUR ON COST & OVERHEAD TOTAL.	TOTAL COST
PHASE 1 - TASK IDENTIFICATON							
Complete tasks & documentation (level 8/9 staff)	15.12	$456.32	24.570%	$ 112.12	$622.34	$734.46	$1190.78
PHASE 2 - REPRESENTATION							
Complete tasks & documentation	7.36	$222.27	24.570%	$54.61	$300.47	$355.08	$577.27
Advertisements @ $1200.00 ea	2	$2,400.00					$2,400.00
Mailouts @ $0.50 ea	100	$50.00					$50.00
Website Development (Level 8/9 staff)	5.5	$ 166.10	24.570%	$40.81	$226.38	$267.19	$433.29
Street Signage@ $250.00 ea	2	$500.00					$500.00
Information collection & documentation (level 8/9 staff)	76	$2,295.00	24.570%	$563.88	$3128.16	$3691.55	$5986.55

ACTIVITY	TOTAL UNITS REQUIRED	OPERATING & LABOUR COST	LABOUR ON COST %	LABOUR ON COST $	CORPORATE OVERHEAD	LABOUR ON COST & OVERHEAD TOTAL	TOTAL COST
PHASE 3 - GATHERING STAKEHOLDER INFORMATION							
Complete tasks & documentation (level 8/9 staff)	76	$ 2,295.00	24.570%	$ 563.88	$3128.16	$3692.04	$5987.04
PHASE 4-- BUILDING THE AGENDA							
Negotiate Agenda with Stakeholders (level 8/9 staff)	76	$2,295.52	24.570%	$564.01	$3128.16	$3692.17	$5987.69
Focus Group - Preparation & Conduction (Level 8/9 staff)	5	$151.00	24.570%	$37.10	$205.80	$242.90	$393.90
Catering @ $5.00/person	10 persons	$50.00					$50.00

ATTACHMENT C

ACTIVITY	TOTAL UNITS REQUIRED	OPERATING & LABOUR COST	LABOUR ON COST %	LABOUR ON COST $	CORPORATE OVERHEAD	LABOUR ON COSTS & OVERHEADS TOTAL	TOTAL COST
PHASE 5 - PROGRAM DEVELOPMENT & EVENT							
Development of program & facilitation material (Level 8/9 Staff)	15.2	$456.42	24.570%	$112.14	$625.63	$737.77	$1194.19
10 Training, preparation and table facilitation (Level 8 staff)	70	$2,012.50	24.570%	$494.47	$2881.20	$3375.67	$5388.17
10 Table Scribes for event (Level 6 staff)	70	$1,689.10	24.570%	$415.01	$2881.20	$3296.21	$4985.31
Postage costs - Participant Invitations	100	$50.00					$50.00
Materials - Whiteboard hire	1	$200.00					$200.00

ATTACHMENT C

ACTIVITY	TOTAL UNITS REQUIRED	OPERATING & LABOUR COST	LABOUR ON COST %	LABOUR ON COST $	CORPORATE OVERHEAD	LABOUR ON COSTS & OVERHEADS TOTAL	TOTAL COST
PHASE 5 - PROGRAM DEVELOPMENT & EVENT continued							
Materials - Participant workbooks	200	$400.00					$400.00
Catering @ $16.00/person	100 persons	$1,600.00					$1,600.00

ATTACHMENT C

ACTIVITY	TOTAL UNITS REQUIRED	OPERATING & LABOUR COST	LABOUR ON COST %	LABOUR ON COST $	CORPORATE OVERHEAD	LABOUR ON COST & OVERHEADS TOTAL	TOTAL COST
PHASE 6 - DATA ANALYIS & EVALUATION							
Data Entry & qualitative and quantitative analysis (Level8/9 staff)	15.2	$456.62	24.570%	$112.19	$288.12	$400.31	$856.93
Complete Analysis & Report (Level 8/9 staff)	38	$1,147.60	24.570%	$281.97	$1564.08	$1846.05	$2993.65
Mailouts results to participants@ $0.50	100	$50.00					$50.00
TOTAL COST							**$41,274.77** **($35,974.77 labour costs)**

NOTE
1. Salary costs are:
   a. Level 8/9 Staff: $30.20/hour
   b. Level 8 Staff: $28.75/hour
   c. Level 6 Staff: $24.13/hour

ATTACHMENT C

2. Operating and Labour Costs, as detailed within this table, are funds that can be utilised from a Business Unit's annual Operating Budget

3. To identify the unit cost of staff members carrying out the work associated with a public participation exercise "on costs" such as workers compensation, superannuation and annual leave loading and corporate overheads have been included. The "on costs" have been calculated at 24.57% in addition to the average hourly salary costs referred to in point 1. The corporate overheads have been calculated at $41.16 per hour.

4. Consultants currently charge a minimum of $100.00 per hour for services. Therefore, a comparison can be made with the cost of utlising consultants to perform the work allocated to level 8/9staff members by multiplying the hours required within a phase by $100.00. E.g. In the Task Identification Phase 15.2 hours have been set aside for level 8/9 staff to perform the work. The unit cost of a member of staff undertaking this work is $1,190.75. A consultant charging a minimum rate of $100 per hour would cost $1,520.00