



Local Government Association
of South Australia

A Focus on the Customer and Citizen

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Local Government – Best Practice Consultation

The Context

- 68 Councils
- 714 Elected members
- FTEs 8,350
- largest (Onkaparinga) – 163,000 pop
- smallest (Walkerville) – 7,400
- Mt Gambier (largest country) – 26,000
- Orroroo Carieton (smallest country) – 930
- \$17.75b infrastructure (2010)

What do we Consult on ? Examples:

- Developments
- Amendments to development plans
- Service levels / new services
- Rates – annually
- Opening/closing pools, roads, parks, recreation centres
- New libraries – closing old ones
- Waste and recycling services
- Strategic plans
- Community land

What is the Context of the Issues?

- local
- regional
- State-wide
- my back yard
- future strategic issues
- costs

Are there Rules?

- LG Act – Consultation Policy
- LG Act – specific provisions (rates)
- Council meetings – open to the public
- Media present
- Staff reports to Council Members
- Council Members – elected

Some Differences Between Governments

Budgets:

- State/Federal Govts lock media out
- LG has the discussion 3 to 4 months out

Other decisions:

- Cabinet all behind closed doors
- Councils – limited “in confidence” provisions

What's in the Tool Box?

- Public meetings
- Letter drops
- Focus groups
- Independent surveys
- Door knocking
- Public notices
- On-line panels
- Smartphone aps (Snap/Send/Solve)
- Face book
- Twitter

International Association for Public Participation (IPA2)

- Informing – one way to assist understanding
- Consulting – two way to get feedback on rationale, alternatives, proposals – informing decision making
- Involving – process designed to identify issues, views, concerns and aspirations – prior to decision making
- Collaborating – working together to understand all issues, interests, alternatives and identify preferred solutions
- Empower – contribute to solutions – value local talent, skills, capacity to be decision makers

Phases for Community Engagement

1. planning for community engagement
2. development of a strategy
3. implementation of the strategy
4. providing feedback
5. final evaluation

Phase 1: Planning for Community Engagement

Step 1 - Work with decision makers

Step 2 - Clarify the decision to be made

Step 3 - Identify key stakeholders

Step 4 - Consider legislative requirements

Step 5 - Select a level of community engagement

Step 6 - Set up and maintain a community engagement record

Step 7 - Establish evaluation measures.

Phase 2: Developing a community engagement strategy

Step 1 - Gather and record background information

Step 2 - Define community engagement objectives

Step 3 - Establish community engagement parameters

Step 4 - Identify key issues/interests and responses

Step 5 - Select suitable techniques for community engagement

Step 6 - Evaluate Phase Two

Phase 3: Implementing the Strategy

Step 1 - Develop an Action Plan

Step 2 - Complete a Task Breakdown

Step 3 - Evaluate Phase Three

Phase 4: Providing Feedback

Step 1 - Collate and analyse information

Step 2 - Prepare a Feedback Report for stakeholders

Step 3 - Prepare a Report for Council

Step 4 - Implementation of the final decision

Step 5 - Evaluate Phase Four

Phase 5: Final Evaluation

Step 1 - Compile final evaluation report

Step 2 - Write the final evaluation report

Local Excellence Program

Themes:

- Community engagement
- Financial Reform
- Service Efficiency & Effectiveness
- Governance

New Initiatives under Local Excellence

- LGA My services Ap
- EARS
- Engaging Multicultural & Aboriginal Communities
- Social Media
- Baby Boomers
- Model Communications Plan
- Early Childhood Development
- Civics Education
- Grievance Procedures/Management

New Initiatives under Local Excellence (continued)

- Volunteers
- Website upgrades
- Service Level Standards
- Red Tape Reduction
- Benchmarking / Performance measurement
- Workforce planning
- T&D
- Use of software/IT
- Broadband

Thank You

Questions ?