

Councillor Feedback Forum: 7 March 2024

Consultation and communications summary:
Council Plan Year 4 Action Plan, Budget 2024 – 2028
and Revenue and Rating Plan



Background and summary

This document provides an overview, as of 1 March 2024, of the process undertaken to promote and receive feedback from the Banyule community on:

- the draft Council Plan 2021-25 Year-4 Action Plan
- the draft Revenue and Rating Plan
- the draft Capital Works and Initiatives Programs to form part of Budget 2024-28.

The approach to community engagement used for this project included:

- a period of early engagement and call for feedback on the draft documents
- community information and drop-in sessions (online and in-person)
- an opportunity for residents to speak to their feedback at a Councillor Feedback Forum.

Feedback was sought via Council's online engagement platform, Shaping Banyule, from 18 December 2023 to 29 February 2024.

Community engagement and communications

Shaping Banyule

Feedback on Shaping Banyule was open from 18 December 2023 to 29 February 2024.

During this time, 58 pieces of feedback were received from 41 people across the three documents. Of these people, 22 selected the option to speak at the Councillor Feedback Forum on 7 March 2024. A summary of the requests to speak is included in **Table 2** of this report.

Table 1 - Shaping Banyule feedback

Document	Pieces feedback (#)
Council Plan – Year 4 Actions	18
Revenue and Rating Plan	9
Budget 2023-27 (Capital Works and Initiatives Programs)	31
Total	58

Demographics

Feedback was received from community members living in all Banyule suburbs except St Helena, Eltham North, Eltham and Yallambie.

All age groups were represented except 18-24 years and over 85 years. One person living with disability and three people who speak English as a second or other language provided feedback. There was no representation from people identifying as Aboriginal or Torres Strait Islander or from an LGBTIQ+ community.

49% of people who submitted feedback identified as man or male, 36% as woman or female and 15% preferred not to say.

Online information sessions

The first online information session was held on Tuesday 19 December 2023 from 6pm. The second session, scheduled for Tuesday 6 February was cancelled due to low registrations.

Nine community members attended the 19 December session. The recording of the 19 December session was posted on Shaping Banyule and had been viewed 90 times by the time feedback closed on 29 February.

Information delivered in the session included:

- the stages of community engagement and the process to submit feedback
- overview of the Council Plan Year-4 Action Plan
- overview of the draft Capital Works and Initiatives Programs
- other opportunities for community members to speak with Council officers about the project.

Attendees used the session to ask questions about the project, documents and engagement process.

Drop-in sessions

Two in-person drop-in sessions were held at the following times:

- Tuesday 16 January 2024, 2-4pm, Watermarc, 1 Flintoff Street, Greensborough
- Wednesday 7 February 2024, 5-7pm, Ivanhoe Library and Cultural Hub, Ivanhoe.

Sessions were held at different times to allow people with different work and family commitments to drop-in.

Over the two sessions, Council officers spoke with over 20 community members about the Council Plan actions and the draft Capital Works and Initiatives Programs.

Communications

Four **Shaping Banyule campaigns** were sent to Shaping Banyule members:

- 5 December 2023 – 1,267 members – to promote online information sessions
- 15 December 2023 – 1,271 members – to promote the 19 December online information session
- 15 January 2024 – 1,229 members – to promote the 16 January Greensborough drop-in session
- 25 February 2024 – 1,259 members – reminder of final week to give feedback.

A **direct email** was sent in December 2023 to community members who provided feedback in 2022-23 on the Council Plan Year 3 Action Plan and Budget 2023-27 to advise of the engagement activities.

Email text was provided to over 170 Council officers to advise their stakeholders and networks of the opportunity to provide feedback.

In addition, the following **social media campaigns** were carried out with the following clicks and reach:

- **Budget 2024-28 – Banyule corporate channels (unpaid)**
 - 4 January 2024 – Facebook (post); clicks = 87, reach = 572
 - 5 January 2024 – Instagram (post); clicks = 0, reach = 324
 - 16 January 2024 – Facebook (post); clicks = 4, reach = 451
 - 16 January 2024 – Instagram (post); clicks = 4, reach = 313
 - 21 February 2024 – Facebook (post); clicks = 35, reach = 3,150
- **Budget 2024-28 – paid campaigns**
 - 4 January 2024 – Facebook (post); clicks = 87, reach = 4,105

- 12 – 31 January 2024, campaign A (image), Facebook and Instagram combined; clicks = 177, reach= 10,347
- 12 – 31 January 2024, campaign B (image), Facebook and Instagram combined; clicks = 125, reach= 4,879
- 2 – 6 February 2024, campaign for online forum (image), Facebook and Instagram combined; clicks = 87, reach= 8,996
- **Council Plan Year 4 Actions – Banyule corporate channels (unpaid)**
 - 8 December 2023 – Facebook (post); clicks = 1, reach = 518
 - 8 December 2023 – Instagram (post); clicks = 0, reach = 337

Note: 'reach' is the total number of people who have seen the content.

Councillor Feedback Forum – 7 March 2024

The Councillor feedback forum on 7 March was an opportunity for people to talk to their feedback in an open forum with councillors, prior to Council formally considering all feedback at the 8 April 2024 Council Meeting.

While Council is no longer required to conduct a formal submissions process under the former provisions of the *Local Government Act 1989 (S.223)*, the Forum continued the process of allowing people the opportunity to speak to their written feedback with councillors.

This opt-in process allowed community members to go deeper into their feedback and provided councillors with a valuable opportunity to ask questions to understand community sentiment. It also continued Council's approach to good governance by building trust, rapport, transparency and understanding between Council and community members.

22 people requested to speak. A summary of the requests to speak is included in **Table 2** of this report.

Table 2 – summary of requests to speak at the Councillor Feedback Forum

Number	Feedback type	Feedback title
1	Budget 2024-28	Request for budget support from Somali Voice Victoria for community programs
2	Council Plan Year 4 Actions Revenue and Rating Plan Budget 2024-28	Property, Urban Forest, Assets
3	Council Plan Year 4 Actions	New toilet block request - East Ivanhoe
4	Budget 2024-28	Greenhills Montmorency Baseball Club – upgrade
5	Budget 2024-28	Heidelberg West Business Park - budget request
6	Budget 2024-28	Middle East conflict and Council's role
7	Council Plan Year 4 Actions Revenue and Rating Plan Budget 2024-28	Sports club maintenance
8	Council Plan Year 4 Actions	Swimming pool facilities
9	Budget 2024-28	Scouts funding
10	Council Plan Year 4 Actions Budget 2024-28	Pavilion and grounds upgrade – Yallambie Reserve
11	Budget 2024-28	Olympic Rings follow up
12	Budget 2024-28	Sustainable food relief organisation
13	Budget 2024-28	Watsonia After Dark program
14	Revenue and Rating Plan	Council Expenditure by Ward / suburb
15	Council Plan Year 4 Actions Revenue and Rating Plan Budget 2024-28	Rates and cost of living
16	Budget 2024-28	Playing field resurfacing – Watsonia Baseball Club and Bundoora United Cricket Club
17	Budget 2024-28	Road safety
18	Budget 2024-28	Support for the Himilo program
19	Budget 2024-28	New footpath Lower Plenty
20	Budget 2024-28	Speed traffic management
21	Budget 2024-28	Rough sleeping within LGA.
22	Council Plan Year 4 Actions Budget 2024-28	Facilities upgrade – Greensborough Baseball Club