

## Community Engagement

To assist readers with the Federation Council Engagement & Awareness Evidence Catalogue it has been divided into the following documents:

### Attachment 14. SRV Project - Evidence Catalogue Introduction

Includes the following sections:

- Community Engagement
- Community Engagement Overview
- Engagement Methodology

### Attachment 15. SRV Project - Evidence Catalogue – Chapter One

Includes:

Communication Material	Key information
Website copy landing page attachments	<ul style="list-style-type: none"> <li>• Announced Independent Review into Federation Council's financial sustainability by the University of Newcastle (and Professor Joseph Drew)</li> <li>• Terms of Reference of independent review</li> </ul>
Website copy latest news attachments	<ul style="list-style-type: none"> <li>• Community invited to Independent Review public meetings (Sep 2023)</li> <li>• Recommendations - The advantages &amp; disadvantages of amalgamation</li> <li>• Link to quarterly status updates</li> <li>• Final Independent Review Report and Recommendations</li> <li>• Invitation to two community meetings to heard Professor Drew present his report (plus link to video invitation)</li> </ul>
Educational Youtube videos	<ul style="list-style-type: none"> <li>• Professor Drew videos: <ul style="list-style-type: none"> <li>○ Amalgamation outcomes (2/8/2023)</li> <li>○ Average Rates are a poor comparison (14/8/2023)</li> <li>○ Video of Independent Review community meeting content (Oct 2023)</li> <li>○ A most dangerous financial ratio (17/8/2023)</li> <li>○ What am I doing in Federation Council? (18/7/2023)</li> <li>○ What are Financial Assistance Grants? (28/07/2023)</li> </ul> </li> </ul>
Council Reports	<ul style="list-style-type: none"> <li>• Notice of motion to appoint Professors to undertake independent review of Council's financial sustainability (9 June 2023)</li> <li>• Funding option and appointment of independent advisor for independent review project (27 June 2023)</li> <li>• Formal consideration of Tier 1 recommendations from independent review (Apr 2024)</li> <li>• Formal consideration of Tier 2&amp;3 recommendations from independent review (May 2024)</li> <li>• Quarterly status report of implementation of independent review recommendations - September 2024 (Dec 2024)</li> </ul>
Urana District Newsletter content	<ul style="list-style-type: none"> <li>• Appointment of University of Newcastle to undertake independent review (Sep 2023)</li> <li>• Update on Independent Review report and recommendations (Dec 2023)</li> </ul>
Federation Council Snippets content	<ul style="list-style-type: none"> <li>• Invite to public meetings on independent review findings</li> </ul>
27/09/2023	

## Attachment 16. SRV Project - Evidence Catalogue – Chapter Two

Includes:

Communication Material	Key information
This is Future Federation Flyer	<ul style="list-style-type: none"> <li>• Seeking feedback on draft IP&amp;R plans for 2024/25</li> <li>• Key projects</li> <li>• Financial summary – income and expenditure</li> <li>• SRV project (80% cumulative increase proposed)</li> <li>• Average rates compared to other councils</li> </ul>
This is Future Federation – Delivery Program 2022-2026, Operational Plan 2024-2025 and Annual Budget 2024-2025 Power Point Presentation	<ul style="list-style-type: none"> <li>• Summary of draft plans for 2024/25</li> <li>• Summary of draft plans for 2025/26 +</li> <li>• Opportunity to provide feedback</li> <li>• Key projects</li> <li>• Financial summary – income and expenditure</li> <li>• Service levels increased / decreased</li> <li>• Cost containment strategies</li> <li>• Rating structure and median rates</li> </ul>
Our 2024-2025 Commitments for the Howlong, Mulwala, Corowa, and Urana & Surrounds community individual flyers	<ul style="list-style-type: none"> <li>• Key projects for 2024/25</li> <li>• Services provided in each community</li> </ul>
Website copy landing page attachments	<ul style="list-style-type: none"> <li>• Seeking feedback on draft IP&amp;R plans for 2024/25</li> <li>• Links to draft IP&amp;R plans and rates estimator</li> <li>• Link to above flyer (This is Future Federation Flyer)</li> </ul>
Website copy latest news attachments	<ul style="list-style-type: none"> <li>• Seeking feedback on draft IP&amp;R plans for 2024/25</li> <li>• Engagement timelines</li> </ul>
General Rates Estimator	<ul style="list-style-type: none"> <li>• Estimate rates under the four rating scenarios per Revenue Policy</li> </ul>
Website copy latest news attachments - Draft IP&R Plans	<ul style="list-style-type: none"> <li>• Links to draft IP&amp;R plans (DPOP, LTFP, Revenue Policy)</li> </ul>
Future Federation 2024-2025 Have your say! OpenForms online submission process	<ul style="list-style-type: none"> <li>• Seeking feedback on draft IP&amp;R plans through online form</li> </ul>
This is Future Federation – Plans for 2024-2025 Rates Notice Flyer	<ul style="list-style-type: none"> <li>• Council approach to addressing financial sustainability</li> <li>• Advise University of Newcastle appointed to progress application for permanent SRV</li> <li>• What do rates fund</li> <li>• Recovery of merchant fees</li> <li>• Seeking feedback on proposed hardship provisions</li> </ul>
Social Media Post examples	<ul style="list-style-type: none"> <li>• Seeking feedback on draft IP&amp;R plans</li> <li>• Advising of community meetings and drop in sessions to find out more</li> <li>• Thanking for participation</li> </ul>
Engage with us on – Future Federation 2024-2025 electronic newsletter copy	<ul style="list-style-type: none"> <li>• Seeking feedback on draft IP&amp;R plans for 2024/25</li> <li>• Advising of 4 popup sessions, 4 public meetings and 4 drop in sessions</li> <li>• Links to website for draft IP&amp;R plans</li> </ul>
Community Conversations newsletters (May 2024 and June 2024)	<ul style="list-style-type: none"> <li>• Seeking feedback on draft IP&amp;R plans for 2024/25</li> <li>• Advising of 4 popup sessions, 4 public meetings and 4 drop in sessions</li> <li>• Links to website for draft IP&amp;R plans</li> </ul>
Urana District Newsletter content	<ul style="list-style-type: none"> <li>• Seeking feedback on draft IP&amp;R plans for 2024/25</li> <li>• Advising of 4 popup sessions, 4 public meetings and 4 drop in sessions</li> </ul>

<b>Communication Material</b>	<b>Key information</b>
	<ul style="list-style-type: none"> <li>• Advising of rates estimator</li> </ul>
Federation Council Snippets Content	<ul style="list-style-type: none"> <li>• Seeking feedback on draft IP&amp;R plans for 2024/25</li> <li>• Advising of 4 popup sessions, 4 public meetings and 4 drop in sessions</li> </ul>
Federation Council Howlong Grapevine Content	<ul style="list-style-type: none"> <li>• Advising of IP&amp;R plans adopted at June 2024 Council meeting</li> </ul>
Council Reports	<ul style="list-style-type: none"> <li>• IP&amp;R plans for exhibition (Apr 2024): <ul style="list-style-type: none"> <li>○ 4 scenarios, including planned 80% cumulative SRV increase</li> </ul> </li> <li>• IP&amp;R plans for adoption (Jun 2024): <ul style="list-style-type: none"> <li>○ Summary of submissions and recommended changes to draft plans</li> <li>○ Engagement report with key engagement statistics</li> </ul> </li> </ul>
	<ul style="list-style-type: none"> <li>• Revised IP&amp;R plans for adoption (Jan 2025): <ul style="list-style-type: none"> <li>○ 6 scenarios, including revised planned 69.94% cumulative SRV increase</li> <li>○ Added risk assessment of SR options</li> </ul> </li> </ul>
Community Submissions	<ul style="list-style-type: none"> <li>• Submissions received in May and Jun 2024</li> <li>• Submissions received in Dec 2024</li> </ul>
Revised Delivery Program, Operational Plan, and Long Term Financial Plan On Exhibition – Digital Key Performance Statistic Report	<ul style="list-style-type: none"> <li>• Key engagement statistics</li> </ul>
Website copy / media release	<ul style="list-style-type: none"> <li>• Plans adopted at June 2024 meeting</li> </ul>

### Attachment 17. SRV Project - Evidence Catalogue –Chapter Three

Includes:

<b>Communication Material</b>	<b>Key information</b>
Website copy landing page attachments	<ul style="list-style-type: none"> <li>• Website copy was made available on Council's corporate website for the duration of the project.</li> </ul>
Website copy latest news attachments	<ul style="list-style-type: none"> <li>• Website copy was made available on Council's corporate website.</li> <li>• As the project progressed, Council consistently provided the latest news items to keep the community informed of new findings or further engagement opportunities.</li> <li>• These news items were also shared with media outlets to increase community awareness and media interest in the project.</li> </ul>
Report on Pre-Consultation engagement with Stakeholder Groups	<ul style="list-style-type: none"> <li>• This report was developed to report on stakeholder engagement in May 2024 and provide feedback and detailed analysis on the SRV proposal and community feedback.</li> </ul>
Federation Council – Fact Sheet: Proposed Permanent Special Rate Variation	<ul style="list-style-type: none"> <li>• This fact sheet was developed and included a paper copy survey.</li> <li>• This fact sheet and survey were sent to 6200 residents throughout the Local Government Area via Australia Post.</li> <li>• The fact sheet and survey were also available on Council's corporate website and in hard copy at all Council customer service centers.</li> <li>• The fact sheet and survey were also made available and distributed at all pop-up sessions, community meetings, and drop-in sessions.</li> </ul>

<b>Communication Material</b>	<b>Key information</b>
Proposed Special Rate Variation – Independent Advice Presentation	<ul style="list-style-type: none"> <li>This PowerPoint presentation was presented at all community meetings throughout the SRV engagement.</li> </ul>
Federation Council Community Survey	<ul style="list-style-type: none"> <li>This survey was provided to all participants who attended an SRV community meeting.</li> <li>Council received 74 post-meeting surveys following the SRV engagement.</li> </ul>
Community Conversations  Jul 2024 Aug 2024 Dec 2024	<ul style="list-style-type: none"> <li>Council included content related to the engagement in its monthly electronic newsletter – Community Conversations – throughout the entire project.</li> </ul>
Special Rate Variation Project 24-25 electronic newsletter copy	<ul style="list-style-type: none"> <li>Council distributed an electronic newsletter to raise awareness of the SRV project, provide information on how residents could provide feedback, and encourage them to attend a face-to-face public session.</li> <li>This special edition newsletter was sent to over 1500 registered email addresses.</li> </ul>
Social Media Post examples	<ul style="list-style-type: none"> <li>Social media was utilized throughout the project to raise awareness of the proposed SRV, provide information on engagement opportunities, and encourage public participation and feedback.</li> </ul>
Urana District Newsletter content	<ul style="list-style-type: none"> <li>The Urana District Newsletter is a Council print publication delivered monthly to the Northern region of the Council area.</li> <li>650 copies of the newsletter are published monthly.</li> <li>The newsletter is also available in a digital version on Council's corporate website.</li> </ul>
Federation Council Snippets Content  10/07/2024 17/07/2024 24/07/2024 11/12/2024	<ul style="list-style-type: none"> <li>Federation Council Snippets are print media advertisements published weekly in two local media outlets: The Corowa Free Press and the Yarrowonga Chronicle.</li> <li>Council Snippets are also available online on Council's corporate website and social media pages.</li> </ul>
Federation Council Community Engagement Report	<ul style="list-style-type: none"> <li>This report was developed by the University of Newcastle and provides detailed analysis of the SRV engagement, led by Professor Joseph Drew of the University of Newcastle.</li> </ul>
SRV Engagement Statistics – July 2024 Engagement	<ul style="list-style-type: none"> <li>This report was produced to capture engagement statistics of the July 2024 engagement.</li> </ul>
Council Reports	<ul style="list-style-type: none"> <li>Council reports were published in the Council agenda papers and made available for public viewing on the corporate website.</li> <li>Council discussions on these reports were held in open sessions, and recordings of these discussions are available on Council's website under the minutes and agenda section.</li> <li>Residents are consistently encouraged via a range of council platforms to engage with council meetings to stay informed about Council's projects and initiatives.</li> </ul>
Special Variation Project – Communication and Engagement Plan 24-25	<ul style="list-style-type: none"> <li>This plan was developed to guide Council's engagement and communication efforts related to its SRV project.</li> <li>This plan was made available on Council's corporate website at the commencement of the plan in March 2024.</li> </ul>

<b>Communication Material</b>	<b>Key information</b>
Risk Assessment Rating Options 2025/26	<ul style="list-style-type: none"> <li>The risk assessment was developed and presented to Council at its November 2024 meeting.</li> </ul>
Special Rate Variation Survey Submissions	<ul style="list-style-type: none"> <li>Extensive Fact Sheets and hard copy surveys were posted to 6,200 residents in advance of the community meetings to discuss the level of SRV increase and gain a baseline for community sentiment</li> </ul>
Special Rate Variation Community Meeting Survey Submissions	<ul style="list-style-type: none"> <li>Hard copy surveys were handed to community meeting attendees</li> </ul>

#### **Attachment 18. SRV Project - Evidence Catalogue –Chapter Four**

Includes:

<b>Communication Material</b>	<b>Key information</b>
Federation Council – Community Research Project – October 2024	<ul style="list-style-type: none"> <li>73% of residents surveyed were aware that Council was considering applying for a large increase to rates.</li> </ul>
This is Future Federation – State of Our Region Report 2021-2024	<ul style="list-style-type: none"> <li>The State of Our Region Report provides an overview of the progress made towards achieving the social, environmental, economic, and civic leadership objectives outlined in the Community Strategic Plan (CSP)</li> </ul>
Debt Management and Hardship Policy for Adoption Council Reports  Jun and Aug 2024	<ul style="list-style-type: none"> <li>Addition of \$300 Rates Assistance Program</li> <li>Addition of ability for aged pensioners to defer rates to their estate</li> </ul>
Social Media example communication – Rate Instalment notice 6 May 2024	<ul style="list-style-type: none"> <li>Ratepayers in hardship referred to Council's rates team</li> </ul>