

AlburyCity Stakeholder Engagement Plan

STEP 1. The required detail for your plan. Complete the information below:

Project Name	<ul style="list-style-type: none"> Albury 2030 Review (2016-2020) Fil16/00466
Engagement Plan Author	<ul style="list-style-type: none"> Kate de Hennin
Date of Engagement Plan	<ul style="list-style-type: none"> 28 April 2016
TRIM Number	<ul style="list-style-type: none"> DOC16/147653
Project Overview	<p>Under the NSW Local Government Act 1993 every local council must have a Community Strategic Plan (CSP) and the CSP must be reviewed every four years (in the year of the local government elections). The CSP must extend for a minimum of ten years.</p> <p>The CSP identifies community priorities for Albury under four themes: A Growing Economy, An Enhanced Natural Environment, A Caring Community and A Leading Community. Each theme has a number of desired outcomes, targets and strategic actions to help achieve the community's aspirations for the CSP.</p> <p>This is a community plan, not a council plan, and therefore achievement of the strategic actions is not the sole responsibility of Council. A number of external agencies and stakeholders also have carriage of the strategic actions and targets. AlburyCity's requirements under the CSP are detailed in the four-year Delivery Program.</p> <p>The review of Albury 2030 will commence in May 2016 and must be completed for the incoming Council to be consulted on content, review the draft document and endorse by November 2016.</p>
Overarching project goal or objective (s)	<p>The goal of the CSP review is to develop a long term (minimum 10 year) community strategy for Albury considering the quadruple bottom line and identifying actions and outcomes to achieve community aspirations.</p>
Stakeholder Engagement Objective	<p>The overarching objective of this engagement is to reach as many of the Albury community, community groups, individuals, stakeholders and agencies as possible to inform them regarding achievements of Albury 2030 2012-2016, and to consult with them regarding new priorities for 2016-2020.</p> <p>Specifically, objectives are:</p> <ol style="list-style-type: none"> To complete a community engagement matrix

	<ol style="list-style-type: none"> 2. To determine subject experts within AlburyCity for consultation on targets and strategic actions 3. To identify and meet with relevant stakeholders and agencies to allow the review of targets and identify new strategic actions for 2016-2020 4. To consult with the Albury community regarding targets achieved and establishment of new priorities. 5. To reach specific target groups of youth, seniors, Aboriginal and the culturally and linguistically diverse (CALD) community. 6. To ensure local, regional and state priorities are considered and to achieve this through consultation with relevant AlburyCity staff and agencies in areas such as health, tourism, arts and culture, industry & business, planning, education, local government, transport, policing, community services and the environment. 7. To consult with new incoming AlburyCity Councillors after the local Government election.
<p>Stakeholders</p>	<p>The community are the ultimate stakeholders in the community strategic plan. Consultation with the widest reach is critical to the development of a community plan and to assist with community and agency / stakeholder buy-in of the actions required to achieve priorities.</p> <p>Specific consultation is required with agencies that have responsibilities in the community plan including health, education, tourism, police, community services, transport and environmental.</p> <p>AlburyCity staff will be consulted as subject experts regarding the AlburyCity targets and strategic actions within the CSP. Specifically in the areas of:</p> <ul style="list-style-type: none"> • Tourism • Economic Development • Town Planning • Water • Traffic, Transport and road safety • Engineering services • Asset management • Sustainability and the environment • Early childhood education • Crime prevention • Community development • Health, recreation and leisure • Aboriginal health and education • Arts and culture • Community engagement and communication • Regional priorities

	<ul style="list-style-type: none"> • Governance and leadership <p>Some AlburyCity subject experts will be asked to participate in the 'listening posts' at shopping centres.</p> <p>Internal engagement of AlburyCity staff will also occur as members of the Albury community through the 'Outcomes Gallery'.</p> <p>AlburyCity Councillors will be consulted during the development of the CSP and will be required to adopt the draft CSP prior to it being placed on Public Exhibition in January 2017.</p>
Timeline	<ul style="list-style-type: none"> • Consultation period: May 2016 – October 2016 • May 2016 – June 2016 review of targets and development of target report. • July 2016 – September 2016: consultation with community, state agencies, other stakeholders and AlburyCity staff • September 2016: development of draft strategic actions based on community consultation • November 2016: Councillor consultation workshop on draft community strategic plan • December 2016 – final draft to Council • January – March 2017: Public Exhibition of draft 'Albury 2030'. • April 2017 – May 2017: submissions considered, returned to Council for endorsement.
Level of Engagement (IAP2 Spectrum)	<p>The community and other stakeholders / agencies will be:</p> <p>INFORMED</p> <ul style="list-style-type: none"> ○ Regarding the required review of the CSP and opportunity to have a say ○ Regarding the achievements of the 2012-2016 CSP targets <p>CONSULTED</p> <ul style="list-style-type: none"> ○ Regarding the Albury 2030 vision and outcomes ○ Regarding new outcomes, strategic actions and targets <p>INVOLVED</p> <ul style="list-style-type: none"> ○ In the development of the new Albury 2030 strategy <p>CONSULTED</p> <ul style="list-style-type: none"> ○ During Public Exhibition of the draft 2016-2020 CSP <p>INFORMED</p> <ul style="list-style-type: none"> ○ Regarding Council adoption of the revised Albury 2030
Media interest	<p>This is a major review of the strategic plan for Albury and therefore there will be media interest in the consultation process and the final draft CSP.</p>
Budget	<p>There is a 2016/2017 budget for the review of Albury 2030 – through Corporate Planning Advertising 00070.2000 (\$2,000) and</p>

	Operations 00070.2040 (\$6,000)
Evaluation	<p>Outcome evaluation will involve measurement against the objectives of this stakeholder engagement plan.</p> <p>Process evaluation will involve measurement against the number of groups, agencies and individuals consulted and amount of feedback provided.</p> <p>Process evaluation will also consider the effectiveness of methods used to review and consult for Albury 2030.</p>
Approval	Stakeholder Engagement Plan approved by General Manager Frank Zaknich 28 April 2016.

STEP 2. Add to Stakeholder Engagement Plan register

Register this approved plan by going to DOC14/86321 or forwarding TRIM link to Corporate Planner. This must occur prior to speaking with Communications Team, and/or commencing any engagement activity.

STEP 3. Consult with the Communications Team and / or Corporate Planner

Discuss the different techniques to engage with stakeholders (internal or external) and your anticipated deliverables. Consider the implementation timeframe for your Engagement Plan. Add information to Step 4. Refer to AlburyCity Corporate Communications Strategy for methods to best communicate.

STEP 4. Deliverables and techniques.

When you have determined the techniques and timing for your engagement process, please list below:

Engagement Techniques and Timeframe	
TECHNIQUES/DELIVERABLES	ESTIMATED DATES FOR ENGAGEMENT DELIVERY
Community engagement matrix	Internal – May 2016
Have a Say – AlburyCity website	July – September 2016
News from AlburyCity	July – September 2016
Community Engagement Group	July – September 2016
AlburyCity Outcomes Gallery	July / August 2016
Listening posts – shopping centres	July – September 2016
External meetings with agencies, schools, retirement homes and community groups	May – September 2016
Council workshop	November 2016
Communications Approval (as required)	• (name and date)

STEP 5. Evaluation of the engagement process

At the conclusion of the engagement activity (either internal or external), review the process. Consider the following questions and complete the table below:

Evaluation of the process	<ul style="list-style-type: none"> • Did you identify the correct stakeholders? Were their needs met? Were the correct techniques / deliverables used and were they implemented correctly?
Evaluation of the outcome	<ul style="list-style-type: none"> • What was the result of the engagement? How many people did it reach? Were the community / stakeholders satisfied? What was the stakeholder impact on the decision process and final decision?

STEP 6. Close the loop. This is important for both internal staff and the external community.

Let the people you engaged know the final outcome of your engagement activity.

Internal staff	External community
Summarise the main findings of your stakeholder engagement.	Summarise the main findings of your stakeholder engagement.
Determine the best method for advising staff and use this to inform of your findings / outcomes. If required, refer to AlburyCity Corporate Communications Strategy for methods to best communicate with staff.	Place the summary back on 'Have a Say' under ' past items '. Please liaise with the Communications Team to undertake this process.