

MAY 2024

Community Sector Workshops

Summary report

Redland City Council

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Acknowledgment of Country

Articulous respectfully acknowledges Aboriginal and Torres Strait Islander peoples as the First Australians. We recognise their cultures, histories and diversity, and their continuing connection to the lands, waters and seas of Australia and the Torres Strait.

We acknowledge the Traditional Custodians and Traditional Owners of the many lands where we meet, work, learn and connect. We pay our respects to all Elders past, present and emerging.

1. Introduction

Articulous has been engaged to develop an engagement framework for Redland City Council staff to use to guide their engagement activities with community and stakeholders. This framework will help ensure Council are engaging appropriately and successfully with all members of their community, and that Council officers understand the purpose, practice and use of engagement.

The framework is driven by key principles that reflect the multiple community groups in the Redlands and their values. Furthermore, examples of any engagement activities that worked well may be included in the framework to use as evidence of effective engagement.

Further consultation activities will occur to gain deeper insight into current engagement activities and improvements.

The Engagement Framework will be given to Council in June 2024.

2. Methodology

Community workshops were held in May 2024 to gather insights and feedback on current engagement practices by Council:

- The disability sector attended a workshop on Tuesday 21 May 2024
- The youth sector attended a workshop on Tuesday 28 May 2024.

The disability sector workshop included representatives from local service providers and stakeholders currently working within the sector including:

- STAR Community Services
- Redlands Disability Network

The youth sector workshop had representatives from local service providers, state government agencies and a local high school including:

- The BUSY school
- Carer Gateway
- Department of Youth Justice
- United Community Services
- Wynnum Queensland Police Service

A focused conversation was facilitated by Articulous, who used prompting questions to gather views on current engagement activities and what participants would like to see going forward. Notes were taken and a summary report will be provided to participants to close the loop.

The following questions were used to prompt the conversations. Not all questions were asked depending on the flow of conversations led by the participants.

- What type of activities have you participated in?
- What would like input on?
- What would present a good case/argument to Council? What does an informed decision look like?
- What sort of feedback have you previously sought? From who?
- How has engaging with Council benefited your activities?
- Council is looking to develop a framework, what factors should be considered?
- What support do you need to participate in engagement activities?

3. Emerging principles

Throughout the discussions, multiple principles have been identified that reflect community concerns and aspirations for engagement for specific community groups.

Disability Sector	
Principle: Problem solving and educating	Participants raised the need to have peer led groups that are geared around problem solving and education to help provide opportunities to connect stakeholders in the sector and mentorship.
Principle: Advocacy	Participants would like to see increased participation from Council to boost the Redlands Disability Network advocacy. Additionally, participants suggested Council should have an evolving role to play an advocacy role to assist in the response to the Royal Commission Reform.
Principle: Reengage	Participants had a desire for Council to reengage with sector and be more involved with events, activities, information sharing etc.

Youth Sector	
Principle: Invest in young people	Participants would like to see young people engaged more through ongoing activities. They recognised a strong need to make young people feel valued to share their thoughts and ideas during engagement processes; and to give them a strong role to increase participation and give them confidence in their outcomes. The creation of a space for young people to take part on conversations e.g. talking circle was suggested. Young people want to feel a sense of belonging.
Principle: Be proactive	Participants want Council to be proactive and find opportunities to engage rather than wait. Young people need support and knowledge to increase their capacity to take part in engagement activities and give them assurance therefore Council should find engagement opportunities to meet these needs.
Principle: No assumptions <i>"Don't assume you know the issue"</i>	Participants raised that Council needs to have a better understanding of the behaviours of community to ensure engagement is built upon what is real and not what is assumed. They suggested observation activities and being curious about what community is doing rather than acting first.
Principle: Individuality	Participants raised that every person is unique and they all have their own needs and aspirations. Council needs to ensure that engagement activities are conducted in a way that allows for a diversity of views and meets the needs of different communities to allow them to participate.
Principle: Build trust	Participants raised that Council needs to build trust with the community for improved engagement. Community want to have opportunities where they feel safe to talk rather than permitted to talk.
Principle: Take action	Participants raised concerns about the lack of action some engagement results in. They would like to see all activities turn into an action and see something come out of it.

4. Considerations for Council

Participants raised some concerns that whilst were out of scope for the engagement framework, should still be considered by Council.

Disability Sector	Youth Sector
Participants raised great concern with the withdrawal and disengagement of Council from the disability sector. In particular, Council's role within the Redlands Disability Network.	Participants highlighted two key topics that need to be addressed outside of this project: • Young people are a part of the Redlands community and should be given a safe space to belong • Young people are a victim of crime as well including youth crime