

Q&As – Community Consultation

- Funding of canals and lake waterways

January 2018

Q. Why is community consultation occurring?

➤A. Council wants to ensure the fairest funding approach for the maintenance of canal and lake waterways and revetment walls – a funding model which currently affects all ratepayers in Redland City, because all ratepayers help fund the maintenance.

Q. When will the changes (to how activities are managed or paid for) take effect?

➤A. Community consultation will inform how we do things going forward, and specifically consultation outcomes will inform budget planning processes. If we can complete city-wide consultation and any subsequent administrative, financial, legal or other work that might be identified as required, in advance of planning deadlines for the 17/18 FY, the changes identified through community consultation could take effect on the first of July 2018.

Q. How will Council select participants for this engagement process?

➤A. Participants will be randomly selected for a Citizen's Advisory Panel by an independent Market Research firm. The panel will comprise 40 participants. Recruitment of 10 panellists from each of the following areas will ensure geographic representation:

- 10 Canal and lake waterfront property ratepayers
- 10 City Coastal (excluding canal and lake estates) ratepayers
- 10 City Mainland ratepayers
- 10 City Islands ratepayers

As canal and lake waterfront ratepayers will be more directly impacted by consultation outcomes, this group is over-represented on the Citizen's Advisory Panel. The executives of the canal and lake estate ratepayer associations, and the broader population of the city will be engaged through other consultation processes.

Q. How can Council assure the community that the panel engagement process will be independent and transparent?

- A.
- The Citizen's Advisory Panel of 40 people will be comprised exclusively from members of the public.
 - The panel is being led by independent specialist community engagement consultancy, Articulous Communications, in partnership with Max Hardy Consulting.
 - Those stakeholders most affected by the outcomes of the consultation will have their say on the draft consultation questions and to the extent possible given the conflict of interest, the draft consultation process.
 - Consultation with the panel will be staged, giving participants the information they need to get across the issues more easily. The process will also run over an extended period, allowing more time to share key ideas and outcomes with the community – a process that Council has committed to.
 - A final step will be a market research exercise. An independent, specialist market research firm will be appointed to test the findings/outcomes of this extended process with a randomly selected representative sample of the city's population.
 - These findings, along with the Citizen's Advisory Board outcomes, will be made available in a public report.

Q. Will Councillors (or their immediate families) be able to take part on the panel?

➤A. No. Councillors and their immediate families will not be able to participate as panellists in the Citizen's Advisory Panel.

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Q. Will employees of Redland City Council be able to take part in the process?

➤A. No. Employees of Redland City Council (RCC) and their immediate families will not be able to participate as panellists in the Citizen's Advisory Panel.

Q. Will the panel participants be remunerated?

➤A. The 40 panel participants will receive a small stipend to defray travel and other expenses, and compensate them to some extent for their time.

Q. Who is conducting the panel engagement process?

➤A. This engagement process is being led by independent specialist community engagement consultancy, Articulous Communications, in partnership with Max Hardy Consulting.

Q. How were these companies selected to facilitate the process?

➤A. Five leading national specialist community engagement consultancies were invited to provide a proposal for professional services. Articulous Communications and Max Hardy Consulting provided a joint response, and were ultimately successful in securing the contract for the project.

An evaluation team comprising representatives from RCC Procurement and Communications, Engagement and Tourism made the decision based on: the quality of the proposed solution; quality of the submission; and quality and experience of the project team (including their experience in planning and facilitating similarly complex local government community consultations).

Q. What safeguards are in place to ensure the legitimacy of the panel process?

- A.
- Appointment of a leading, independent, specialist engagement consultant.
 - Appointment of an independent specialist market research firm for panel recruitment.
 - Appointment of an independent market research firm to test findings with the community.
 - Inviting those most affected by consultation outcomes to have their say on the engagement questions and (to the extent possible given the conflict of interest) the engagement approach.
 - An engagement process in which panel findings will be shared with the broader community, and outcomes from the final stage tested with a representative sample of the broader community through market research.
 - An engagement process that will provide open access to all records (barring those where the privacy of participants might be compromised), information and expert testimony requested by the panel.

Q. Will Council implement the recommendations of the panel participants?

➤A. In making the final funding model decision, Council will operate transparently and take guidance from the panel recommendations.

Q. Will the panel engagement meetings be open to the public?

➤A. No. To protect the privacy of panellists, ensure the panel is not interrupted and has sufficient time to hear from technical experts (engineers, solicitors, accountants etc), and to cover everything the panel needs to know, the panel meetings will not be open to the public.

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Q. Will outcomes of panel deliberations be made publically available?

➤A. Yes. A report detailing the deliberations of the group will be made public.

Q. Hasn't Council already consulted the community about this matter?

➤A. A 2010 survey, conducted on behalf of Council by an independent market research firm, sought feedback from ratepayers regarding the principles that should influence the way Council manages finances and calculates rates. That survey did not question ratepayers concerning:

- how to best manage maintenance activities in the canal and lake estates, or
- how to pay for those maintenance activities.



To ask any questions or to have your say go to:
yoursay.redland.qld.gov.au