



MIDCOAST
council



COMMUNITY ENGAGEMENT STRATEGY

Engagement Outcomes Report, Stages 1 - 3

December 2022



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Introduction

This document provides a summary of the engagement and communication activities undertaken to inform the review of Council's Community Engagement Strategy.

This review is an important opportunity to review our Community Engagement Strategy in light of the changes in the way our community wants to communicate and engage with us.

Over the past two years communication preferences and opportunities have shifted as a result of technology and the impact of COVID on our communities.

It is also important we understand our community's lived experience and use that to inform how we communicate and engage in light of the major review of our Community Strategic Plan that will take place during 2023-24, during the life of the reviewed strategy.

To inform the review we are undertaking consultation with our community over several phases, with a focus on the ways in which our community likes to receive information, the types of information they wish to receive from Council and how they wish to share their thoughts with us.








The feedback we have received during phases one and two has will result in a reviewed Community Engagement Strategy that will be put to the elected Council for endorsement.

It will also form actions for delivery that will be commitments made to our community through our Integrated Planning and Reporting Framework – namely the delivery program and operational plan.











Snapshot of stage one and two engagement



How you got involved

-  1,281 visits to dedicated web page: 1,191 unique visitors
-  13,760 people reached via Facebook post
-  1000 flyers and posters distributed to people and businesses
-  2 stories covered in print, radio and television
-  103 people completed our quick poll
-  124 people attended popups held across 11 towns
-  543 responses to our survey

What you told us

-  46% of people want to hear from us via email
-  26% want to hear from us on social media
-  28% value brochures in their letterbox
-  27% go to our website for information
-  58% want to share their thoughts through surveys
-  48% like to talk to Council staff at pop ups
-  54% tell us what they think by sending emails
-  39% like to attend meetings
-  34% want to phone us to share their thoughts
-  60% of social media users don't follow Council

Most people in my circle would prefer to engage online – lives are busy.

“My elderly mother and sisters rely on local newspapers for info and letterbox drops, technology is not their thing”

Our commitment to the way we communicate and engage with our community

Our Community Engagement Strategy is our commitment on how we will keep our community informed and seek their feedback.

To make sure this strategy is reflective of the way our community wants to hear from us and share their thoughts we undertook a six week engagement program to get insight into these areas.

The feedback we have received informs the review of our strategy and the ongoing development and improvement of the ways we interact with our community.

The feedback has made it clear we need to continue to offer a range of ways for the community to hear from us and tell us their thoughts.

What you are most interested in

- Roads updates
- Activities and events
- New services and upgrades to services
- Updates on progress of our projects

Background

A Community Engagement Strategy is a required element of the Integrated Planning and Reporting Framework as outlined in the *Local Government Act*.

The Community Engagement Strategy is our commitment to the community on how we will communicate and engage with them and outlines our goals and objectives to improve these interactions over the life of the strategy.

It tells our community what they can expect from us, outlines the principles guiding our engagement, our key objectives, how we interact with stakeholder groups, how we identify engagement opportunities and the tools we use.

To inform this strategy we need to understand some key elements of our community's needs and behaviours, particularly in terms of how they like to receive information and how they like to interact with us.

It also includes mandatory timeframes for public exhibition periods to meet our Community Participation Plan requirements under the *Environmental Planning and Assessment Act 1979*.

Currently we have four documents that outline our commitment to the community across these areas. They are:

- Community Engagement Strategy
- Communication Strategy
- Community Engagement Policy
- Community Participation Plan

Following the review of the strategy, that will be informed by the engagement outlined in this document, the four documents above will be replaced by a consolidated Community Engagement Strategy that outlines the commitment we make to our community to keep them informed and offer opportunities for them to participate in engagement activities.

Engaging with our community

For us to improve the way we engage and communicate with our community we need to understand how our community wants to engage with and hear from us.

This allowed us to identify opportunities in our Community Engagement Strategy for improving how we undertake these aspects of our interactions with the community and design actions to support this improvement.

Methodology

Objectives

The overarching objective of the engagement was to inform the review of our Community Engagement Strategy by:

- Ensuring our approach is informed by the experience of the community
- Supporting our planning and delivery of actions and activities
- Understanding the communication and engagement behaviours of our community

Scope of engagement

The overarching objective for the engagement was to inform the review of our Community Engagement Strategy by:

- The principles of engagement
- How we communicate with our community
- How we engage with our community

Engagement approach

The approach for this engagement was to:

- inform the community how they could be involved via direct email, Council's weekly e-newsletter, media release, information on Council's web page and social media channels
- utilise both face to face and online forms of engagement to make participation accessible
- Undertake a statistically relevant randomised survey to get a broad picture of community needs and provide quantitative data
- Undertake small number of focus interviews to obtain qualitative data that drills down on survey results

Level of engagement

As outlined in MidCoast Council's Community Engagement Strategy our engagement approach utilises the five-point framework developed by the International Association for Public Participation (IAP2).

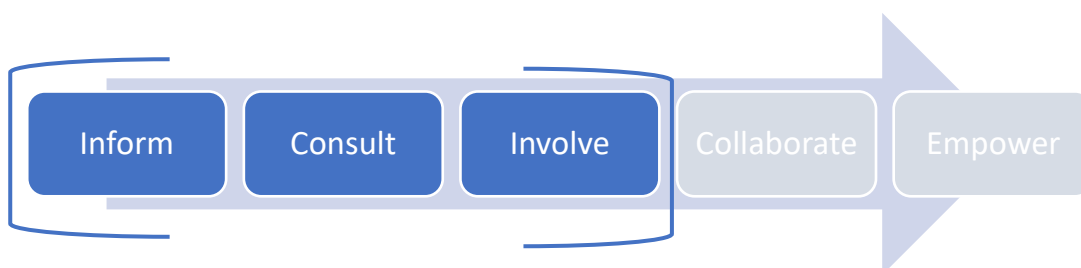


Figure 1: The IAP2 Public Participation Spectrum, where 'inform' is the lowest level of engagement, and 'empower' is the highest. More information on the spectrum can be found at www.iap2.org.au.

The proposed levels of engagement for this project are inform, consult and involve.

- **Inform** - to provide the public with balanced and objective information to assist them in understanding the problem, alternatives, benefits and/or solutions
- **Consult** - to obtain public feedback on the project and/or alternatives
- **Involve** - to work directly with the public throughout the decision-making process to ensure that community concerns and aspirations are consistently understood and considered.

Timeframe and activities

The engagement activities undertaken to inform the review of the Community Engagement Strategy will take place in three stages. The table below shows the timeline for the different stages of the engagement:

| Stage 1: April - June 2022 | Stage 2: July-September 2022 | Stage 3: October-November 2022 |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Purpose: Undertake randomised phone survey and Community Conversation survey | Purpose: Gather feedback on how our community wants to be informed and engaged to inform strategy development | Purpose: check in with the community on the draft strategy, including objectives and goals, mandatory timeframes |
| Stage one allows us to get a picture from a statistically relevant group of the community on how they wish to be engaged and tests this with engaged members of the community who attend Community Conversations | Stage two allows us to explore how the community wants to hear from us and be involved in our decision making to allow us to plan how work with our community into the future | Stage three will see a draft Community Engagement Strategy placed on public exhibition for feedback on objectives, goals and actions |
| Involving | Informing consulting involving | Informing consulting |
| <p>Statistically relevant phone survey to canvas communication and engagement preferences to obtain quantitative data</p> <p>Focus interviews to gain qualitative data on items of interest arising in phone survey</p> <p>Online survey for participants in Community Conversations program.</p> <p>Review of feedback available from other engagement sources, including Community Satisfaction Survey</p> | <p>Online engagement tools provided the broader community with an opportunity to share their thoughts.</p> <p>Focus on social channels to gain additional information about communication preferences in particular geographic areas.</p> <p>Face-to-face opportunities</p> <p>Interactions with community groups in specific localities to understand the best channels to use.</p> <p>Feedback to be integrated into strategy review and inform the development of actions</p> | <p>Feedback on the draft strategy will be sought from across the LGA.</p> <p>Feedback provided will be reviewed and changes made if required before final document is reported to Council for adoption.</p> |

Stakeholders

We recognise there is a broad range of stakeholders that would be ideal to hear from during the engagement period including the following:

- MidCoast ratepayers
- MidCoast residents – geographic and demographic spread
- Community groups
- Families
- People with a disability
- Aboriginal or Torres Strait Islander people
- Business owners
- Elected representatives
- Council staff

Key messages

The key messages delivered during the engagement included:

- Your input will shape the way we communicate and engage with you.
- You can make a difference – you have a voice and it matters.
- We want to know what you want to hear from us on.
- We want to know how you currently get your news and information and how you want to hear from us.
- We want to understand the challenges the community faces when accessing information from us.
- We want to know how the community wants to share their thoughts and views with us.

Stage one and stage two engagement activities

Stage one

Phone survey

During stage one a statistically relevant randomised phone survey to capture the sentiments of members of the community to provide quantitative data on how people want to hear from us and how they want to share their thoughts. A total of 301 participants were interviewed as part of this survey with findings broken down into age group, stakeholder type and region.

Focus interviews

A small number of focus interviews were then undertaken with representatives from different age groups to investigate items of interest raised in the phone survey.

Community Conversations survey

In stage one a survey was undertaken of participants of the Community Conversations program to gain an insight into any differences that might exist in members of the community who are already actively engaged with us. A total of 105 people completed the survey.

Stage two

General community survey

A survey was housed on the Council website that was available to all members of the community to ask similar questions to the surveys undertaken in stage one and provide the wider community the opportunity to share their thoughts and ideas. A total of 137 people completed this survey.

Web page

A web page on the Council website provided the community with the opportunity to undertake a survey, a quick poll and share their thoughts on our principles.

It also alerted the community to the pop-ups held across the region. During the six week campaign the page had 1,405 views.

Social media

Several posts on the topic were scheduled throughout the engagement period on both Council's facebook and instagram presences. These posts both invited people to go to the website to fill in the survey and to share their thoughts in the comments.

These posts reached a total of 13,760 people during the engagement period.

Posters and flyers

Posters and flyers were distributed across the region via libraries, shops, cafes, restaurants and other retail businesses.

Pop-ups

A series of 11 pop-ups and walk throughs of CBD areas across the region were held, connecting with 124 people. The purpose of these was to promote the survey and to have conversations with members of the community and business operators.

Advertising

A series of advertisements were placed in local newspapers and newsletters to encourage awareness and participation of the engagement opportunities.

Radio

The Mayor promoted the engagement through regular radio spots on Great Lakes FM, 2BOB and 2RE on several occasions.

Media releases

During the program two media releases were distributed to raise awareness about the opportunity for the community to provide feedback.

Digital screens

The digital screens in the Yalawanyi Ganya customer service area and the pylon screen on Manning River Drive were used to promote the survey and encourage the community to participate.

Email databases

Emails were sent to our engagement database to advise members of the community of the opportunity to come and see us in person at one of the scheduled pop-ups or to undertake the survey.

Email signature

An email signature promoting the opportunity was placed on all outbound emails for a period of three weeks to raise awareness in the community.

News Wrap e-newsletter

The 'What's your thing' engagement program was a regular feature story within our weekly News Wrap e-newsletter. This newsletter had 1,780 recipients at that time. Across the engagement period, the program featured five times.



Share how you want to connect with us

Your input will shape the way we communicate and engage with you.
Share your thoughts through our five-minute survey, leave a comment or find out where you can chat to us in person.

haveyoursay.midcoast.nsw.gov.au/connect

Respondents

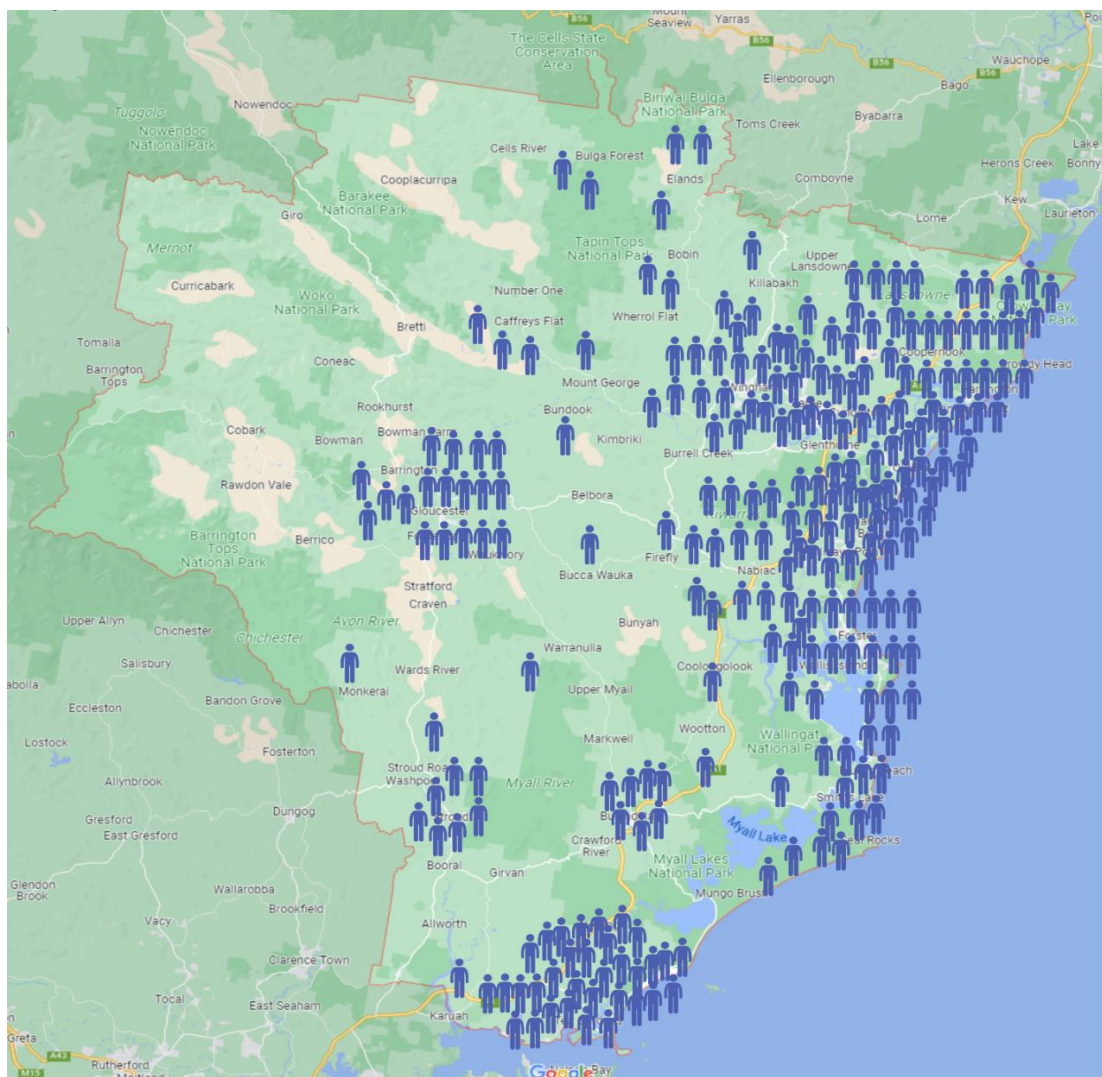
Throughout the engagement period we received feedback from a range of community members from across the MidCoast.

Survey respondents were both male and female, across a range of age groups, with representatives from the following groups – Aboriginal or Torres Strait Islanders, people who need assistance and those who speak English as a second language.

The phone survey had participants from the following:

| Location | Number |
|------------------------------|--------|
| Northern coastal and central | 141 |
| Western | 40 |
| Southern coastal | 120 |

The general community survey and the Community Conversations survey participation has been mapped across the region below:

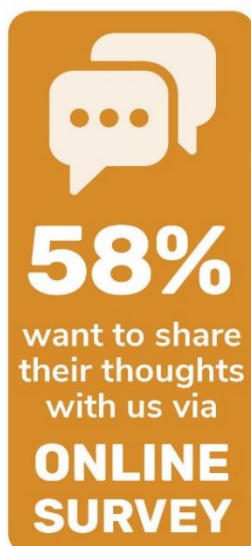
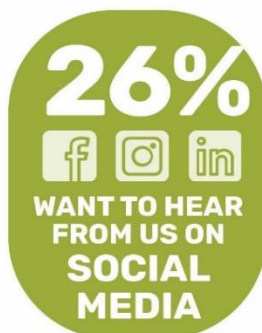


Feedback highlights

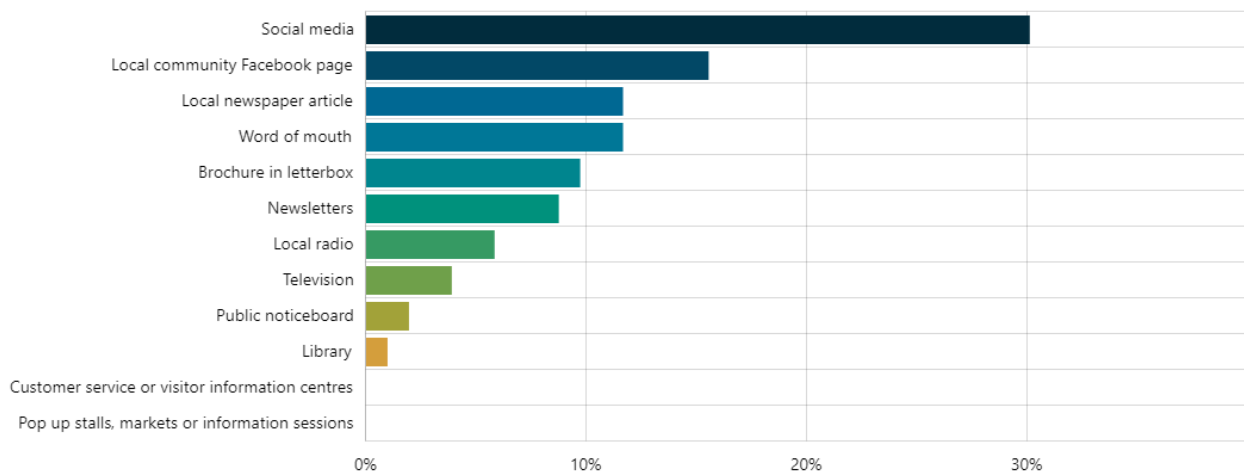


28%

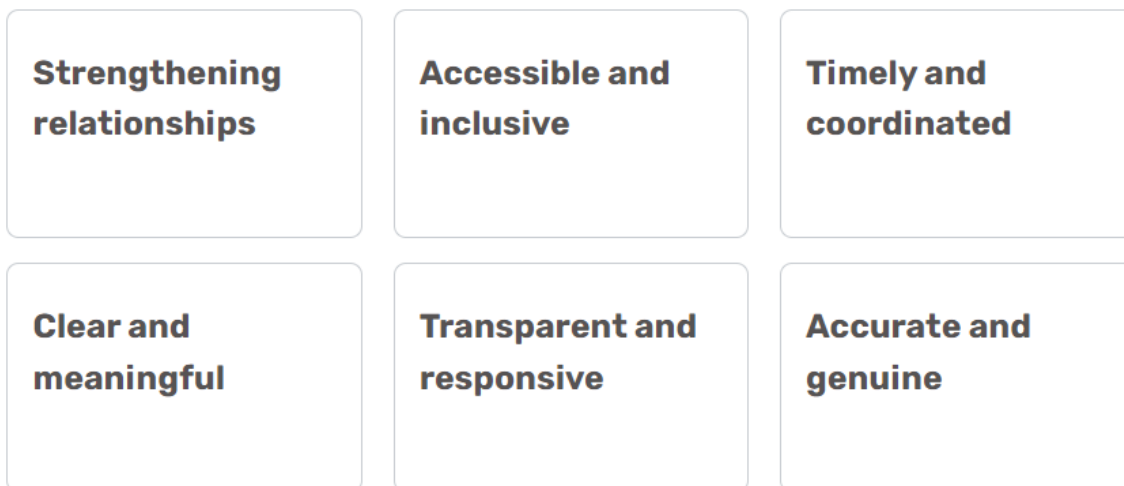
LIKE RECEIVING
BROCHURES IN
THE LETTERBOX



The quick poll on our website asked for people to share their main source of information in their community. A total of 102 people took part in the poll. The following results indicated social media was a preference, which is not surprising considering we were dealing with community members in a digital space and many came to the survey from social media posts.



We also asked if people supported the below general principles:



A total of 45 people took part in this exercise, with 42 indicating they supported these principles and three indicating they did not. Of those who didn't, the below comments were made:

- Actual truth, no spin
- As a relative newcomer to this area of 2 yrs, I am disturbed by how disengaged MCC are with ratepayers and their expectations. Recent local elections heightened this belief! Social media is a powerful source of real-time information.
- Receive information in the mail

Insights

The feedback gained during the engagement period has provided a range of insights that have been considered in the review of the Community Engagement Strategy.

These insights will also form the basis of ongoing development and improvement of our engagement activities.

These include:

- Most common sources of ideal information are website and newsletters, under 50s social media
- Email from Council is the most common ideal source, across all age groups
- Brochures higher in western areas
- 35-49 year olds are most interested in activities, events, things to do
- Most people are looking for information about once a month
- People are generally looking for information after they have heard about something they feel might impact them
- Advertising isn't an ideal source of information
- 60 percent of people on social media don't follow Council
- Areas not well served by traditional media look to community newsletters
- People like the option of making a phone call to share their thoughts
- When asked why they don't participate in engagement activities it is evenly shared between not having an interest and not knowing
- Most people who do provide feedback are inclined to do so on items of personal interest
- Younger people definitely prefer sharing their thoughts online
- Older members of the community are more likely to participate in community meetings
- Do like to know what the commitment with a meeting is in relation to time

Strategy considerations

The feedback gained from the community makes it clear we need to continue to offer a range of ways for the community to provide their feedback.

It is also clear we need to continue to use all available channels to keep the community informed, including local publications and social media pages.

We need to recognise that few people seek out information regularly, and we need to place information before them in accessible ways.

These insights have informed the objectives and actions of the reviewed Community Engagement Strategy.

Members of the community will have a further opportunity to provide us with their thoughts and feedback when the draft Community Engagement Strategy is placed on public exhibition.

Stage three – public exhibition phase

The draft Community Engagement Strategy, informed by the feedback gained during stages one and two, was placed on public exhibition from 5 October to 11 November 2022.

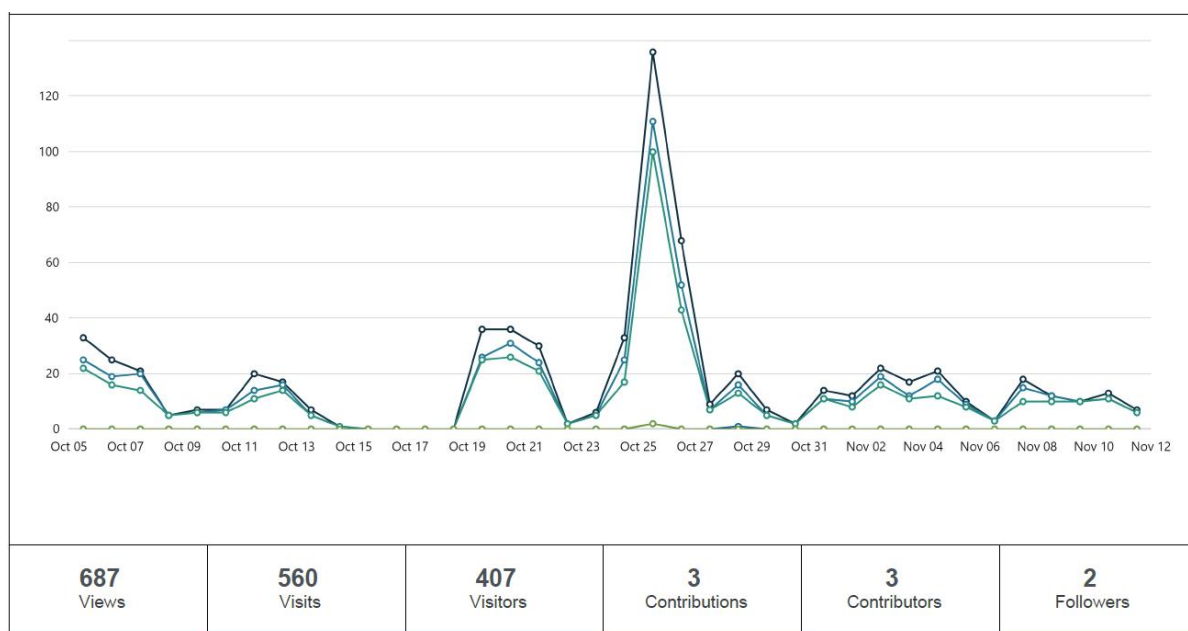
The following activities were undertaken to inform the community the draft document was on public exhibition.

Engagement activities

Web page

A web page on the Council website provided the community with the draft document, along with the first version of this document (on stages one and two) and the previous engagement strategy.

During this time the page was viewed 687 times and the draft strategy downloaded 96 times.



| Top Downloads | | |
|----------------------------------------------------------------------------------|-----------|-----------|
| Top file downloads in your selection, ordered by the number of downloads. | | |
| File Title | File Type | Downloads |
| Attachment 1 - Community Engagement Strategy review approach (002).pdf | PDF | 140 |
| DRAFT Community Engagement Strategy.pdf | PDF | 96 |
| Supporting document - Community Engagement Strategy review - Outcomes report.pdf | PDF | 28 |
| MidCoast Council Community Engagement Strategy.pdf | PDF | 20 |
| MidCoast Council Communications Strategy.pdf | PDF | 15 |

Social media

During the public exhibition period there were three posts on facebook and instagram to promote the draft strategy being available for community comment.

These posts had 3,619 impressions. We also created a video that was shared to our social media stories, which had an instagram reach of 124 and facebook reach of 1,103.

Advertising

The public exhibition period for the draft Community Engagement Strategy was advertised in the Great Lakes Advocate, Manning River Times, Gloucester Advocate and Forster Fortnightly every week between 5 October and 11 November, advising the community of the opportunity to have their say on the document.

Radio

The Mayor promoted the public exhibition period through regular radio spots on Great Lakes FM, 2BOB and 2RE on several occasions.

Media releases

During the period of public exhibition two media releases were distributed to raise awareness about the opportunity for the community to provide feedback.

Digital screens

The digital screens in the Yalawanyi Ganya customer service area and the pylon screen on Manning River Drive were used to promote the public exhibition period and encourage the community to participate.

Emails databases

An email was sent to our email database of 2,082 recipients to advise of the public exhibition period for the draft strategy and to invite comment.

News Wrap e-newsletter

The opportunity to provide feedback on the draft strategy was a regular feature story within our weekly News Wrap e-newsletter for each of the six weeks of the public exhibition period. This newsletter had 1,780 recipients at that time.

Submissions

Four submissions were received from the community during the public exhibition period. (A fifth submission was received under the heading of 'draft Community Engagement Strategy' however was excluded as it related to a service request for a road repair).

These submissions raised a number of points that are outlined in the table below, and can be found in the appendices.

| Submission number | Themes submission |
|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. | <ul style="list-style-type: none"> • Through document • Suggestion that an e-version be created that lists key points and provides summary |
| 2. | <ul style="list-style-type: none"> • Comments in relation to council prioritising roads and infrastructure • Suggestion education for community on how to lobby council |
| 3. | <p>General comments in relation to noticing improvements over the past 12 months. Would like to see more community updates.</p> <p>Specific comments as per below:</p> <ul style="list-style-type: none"> • Given demographic of region does more consideration need to be given to those over 50 • Survey results – does this adequately reflect opinion not just vested interests, small number • Mandatory timeframes only item that doesn't get 25 working days is DA with 14 days, can this be consistent? • How does the community know its contribution to a DA has been counted? • Our responsibilities– should there be a responsibility of Councillors in responding to the community |
| 4. | <ul style="list-style-type: none"> • Council not delivering effective engagement • Over the top in bureaucracy • Concern grass roots action, discussion and feedback is being diminished • Frustration at not receiving answers to questions • Concern submissions from community are not taken on board and don't result in substantive change • Comments on committee process and reference group opportunities that exist and issues identified • Comments on finances • Concerns in relation to customer experience of making contact with Council and not receiving a response |

Appendices

Appendix A – Survey report

Appendix B – Survey results summary

Appendix C – Responses to survey question

Appendix D - Submissions

Appendix A – Survey report



MIDCOAST
council

Improving Council Communications – MidCoast Council

April 2022

SUMMARY



BACKGROUND AND OBJECTIVES

Local Councils are recognising the importance of Community Engagement to help ensure community members have the opportunity to be involved in Council decision making and the strategic planning process.

In that regard, Councils are now required to prepare a Community Engagement Strategy (CES) to support the development of their plans, policies, programs and activities. In order to contribute to the required decision-making, a program of work was devised to ascertain community preferences for future communication options.

Woolcott Research & Engagement undertook the fieldwork and analysis aspect of this project, and this report provides the findings of this process.

The key objectives of this component of the study were as follows:

- To gain an understanding of what communication has been useful/helpful to the community to date.
- To identify what else Council could be doing to involve the community.
- To gather insight as to how to improve the response rates and participation in any Council engagement activity, specifically for hard-to-reach stakeholders such as working parents, youth, people with a disability, Aboriginal persons and over 70 year olds.
- To provide a benchmark for communication and engagement that can be used to measure, track and report on performance in the future.

RESEARCH METHODOLOGY



Methodology

Computer assisted telephone interviewing (CATI) was conducted amongst n=301 members of the community in the MidCoast Council area.

Respondents were asked questions relating Council's communication and engagement activities, as well as their familiarity with the Council website.

The questionnaire is provided at Appendix B.



Participants

Quotas were set as targets for age group, region and gender as well as for people of Aboriginal or Torres Strait Islander origin.

Data has been weighted on region and age to ensure it reflects the MidCoast Council area.



Analysis

Splits by demographics have been shown where there are statistically significant differences.

Findings have been shown even for those groups with very small base sizes due to the focus of the research however they should be treated with caution.

RESPONDENT PROFILE

| | Total % |
|-----------------|---------|
| AGE GROUP | |
| 18 to 34 | 6 |
| 35 to 49 | 26 |
| 50 to 69 | 36 |
| 70 + | 32 |
| GENDER | |
| Male | 49 |
| Female | 51 |
| LANGUAGE | |
| English only | 95 |
| Second language | 5 |

Q3. Which of the following age groups best describes you?
Q4. Please indicate your gender:
Q31. Do you speak a language other than English at home?
Base: All respondents n=301

| | Total % |
|------------------------------|---------|
| REGION | |
| Northern Coastal and Central | 47 |
| Western | 13 |
| Southern Coastal | 40 |
| ATSI | |
| Yes | 5 |
| No | 95 |
| Prefer not to say | <1 |
| NEED ASSISTANCE | |
| Yes | 8 |
| No | 92 |

Q2. What is the locality, village or town that you live in?
Q5. Are you of Aboriginal or Torres Strait Islander origin?
Q32. Do you ever need someone to help with, or be with you, for self-care activities, body movement or communication?
Base: All respondents n=301

RESPONDENT PROFILE

| | Total % |
|----------------|---------|
| SMALL BUSINESS | |
| Yes | 20 |
| INDUSTRY | |
| Agriculture | 29 |
| Construction | 29 |
| Health | 8 |
| Retail | 8 |
| Finance | 7 |
| Tourism | 7 |
| Hospitality | 3 |
| Other | 17 |

Q33. Are you the owner or a senior decision maker for a small business (less than 20 employees)?
Q34. What industry does the business operate within?
Base: All respondents n=301

| | Total % |
|----------------------------------------------|---------|
| HOUSEHOLD MAKEUP | |
| Couple living together with no children | 44 |
| Family household with children still at home | 27 |
| Single household | 21 |
| Shared household | 6 |
| Single parent with children | 1 |
| Prefer not to say | 2 |
| AGE OF CHILDREN | |
| Baby/ toddler/ pre-schooler | 27 |
| Primary school aged | 45 |
| High school aged | 44 |
| Older than high school aged | 41 |

Q29. Which of the following best describes your household makeup?
Base: All respondents n=301
Q30. (If 'Family household with children still at home' at Q29) – What age are your children?
Base: All families n=82

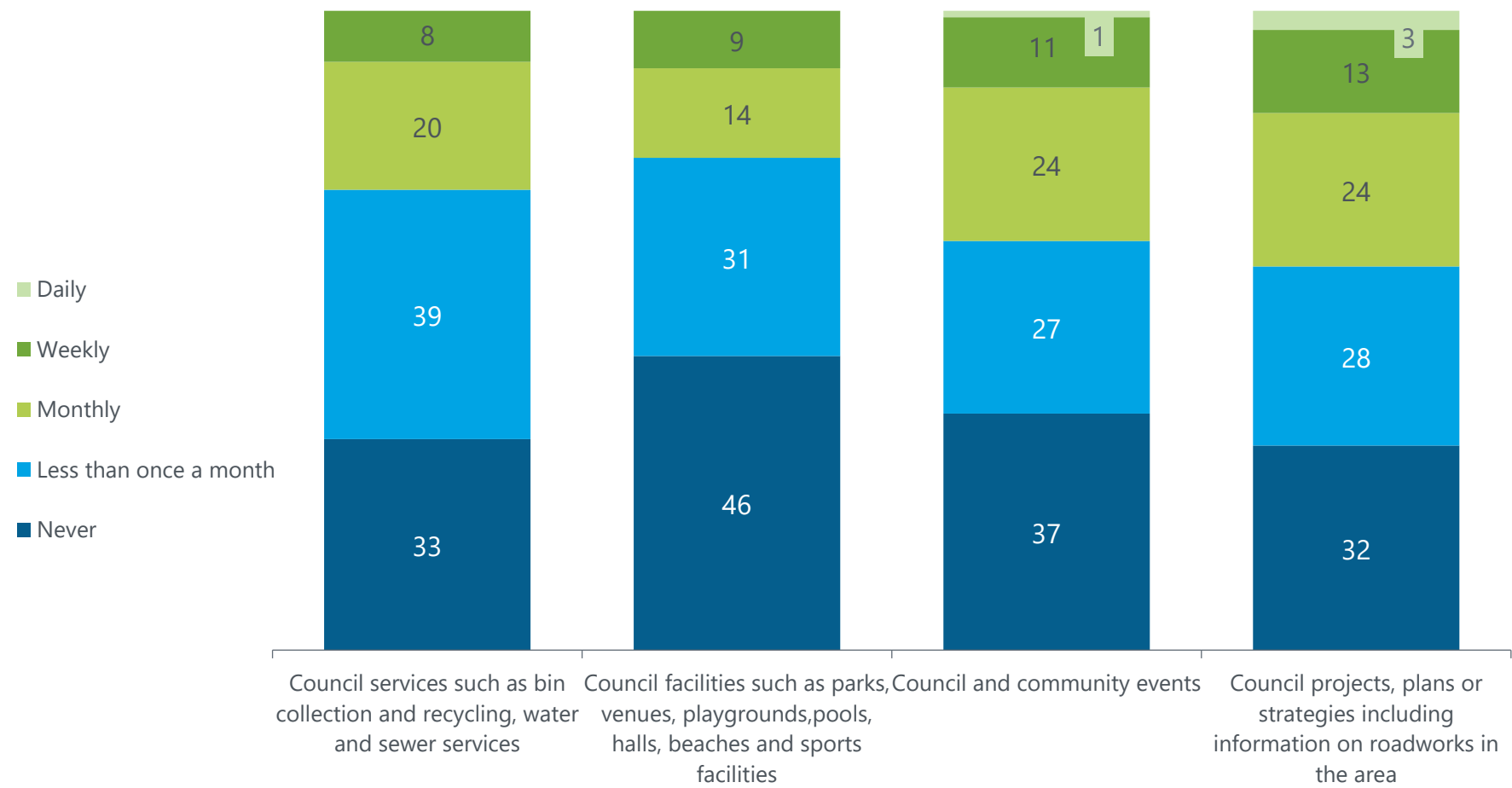
COMMUNICATIONS

SUMMARY – COMMUNICATIONS

- The community seeks out information on Council projects, plans or strategies including roadworks most frequently, with 40% seeking this at least once a month.
- Overall, the most common sources of information currently were the council website (34%) or a local newspaper article (30%).
 - Those under 50 were more likely to say they use social media to find information whereas those over 50 were more likely to use local newspaper articles.
- Ideally they would prefer a brochure in the letterbox (33%) or an email from Council (30%).
 - Interest varied by age – those under 50 preferred digital formats whereas those over 50 preferred hard copy formats. In particular 18-34 year olds seemed to prefer an email or the website, 35-49 year olds preferred an email or social media, and those aged 50 and over preferred a brochure or local newspaper article.
- Information about current roadworks was the information of most interest with 37% stating they would be very interested in this. Information on fees and charges was also of interest to a large proportion of respondents.
 - Interest varied by age, e.g. 34% of 35-49 year olds were very interested in activities/events/things to do with the family, 32% of 50-69 year olds were very interested in opportunities for providing input

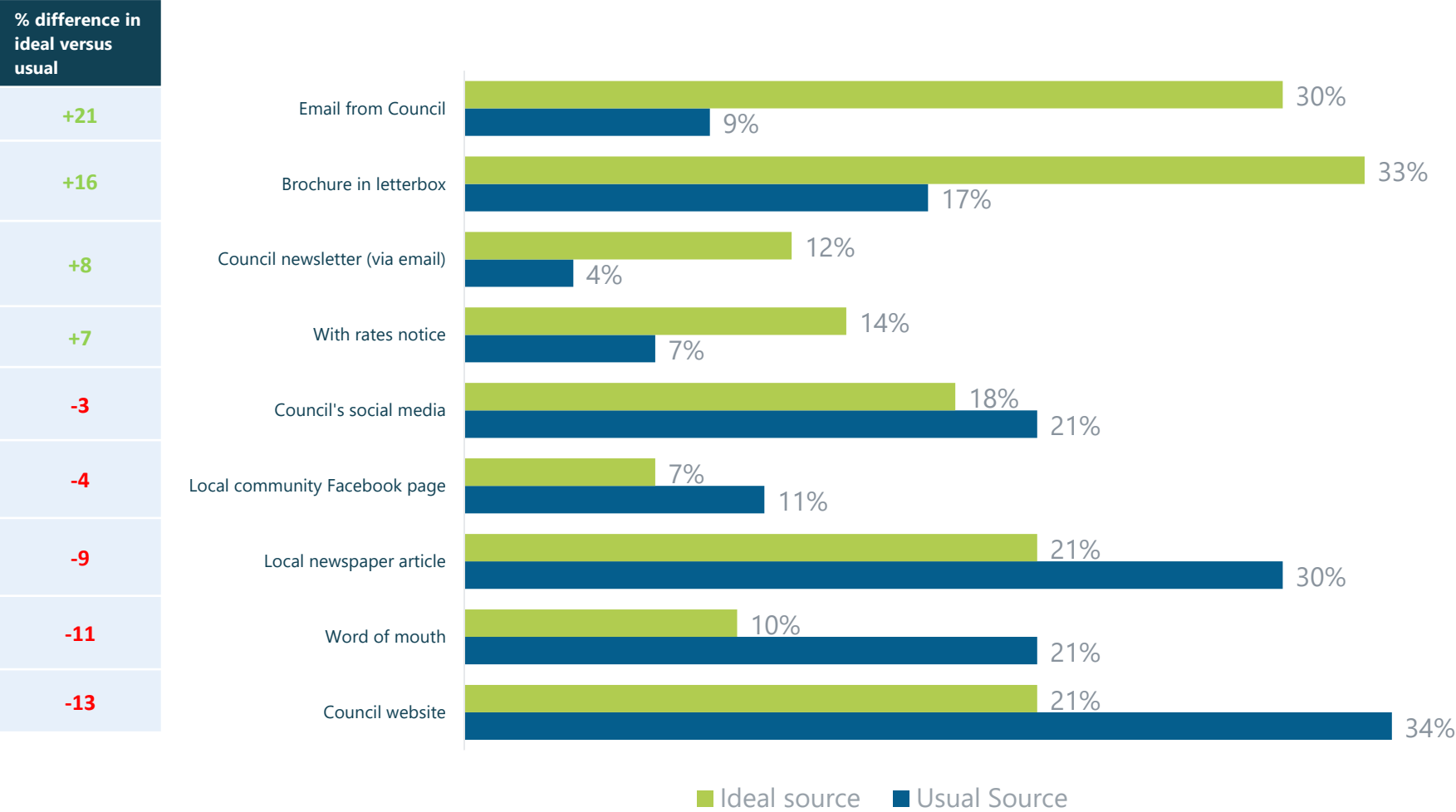
FREQUENCY OF SEEKING INFORMATION

Total



- Council projects, plans or strategies including information on roadworks was the most frequently sought out information with 40% looking at this at least once a month.
- Almost half (46%) never seek out information on Council facilities such as parks, venues, playgrounds, pools, halls, beaches and sports facilities.

COMPARISON OF IDEAL AND USUAL SOURCE OF INFORMATION



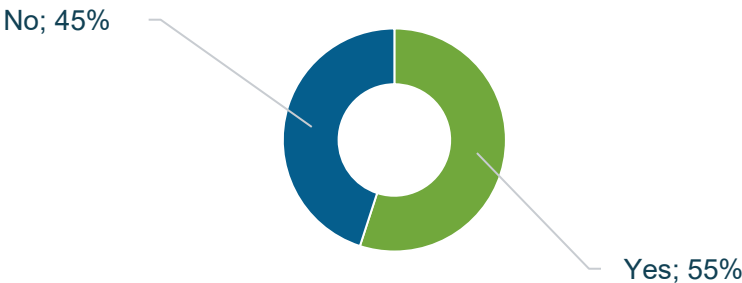
- Overall, the largest difference between the ideal and usual sources of information were for an email and brochure from Council.
- Conversely, while a considerable proportion of respondents have previously found out information through the website, this is not their ideal source.

Q7. How do you usually find out about these things?
Base: All respondents who read or seek out information on at least one of the options in Q6 at least once a month: n=301

Q8. Ideally how would you like to receive information about Council's services, facilities, events or projects?
Base: All respondents: n=301

SOCIAL MEDIA USAGE

Do you use social media?

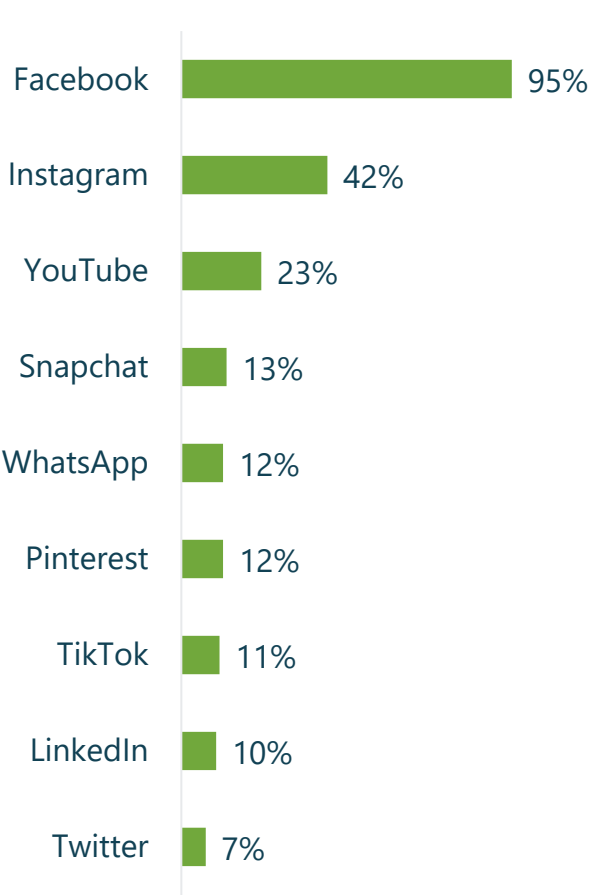


| | TOTAL % | Age Group | | | | Needs assistance | | Small business % | Families % |
|-----|---------|-----------|---------|---------|--------------|------------------|------|------------------|------------|
| | | 18-34 % | 35-49 % | 50-69 % | 70 or over % | Yes* % | No % | | |
| Yes | 55 | 94 | 90 | 48 | 22 | 28 | 57 | 82 | 83 |
| No | 45 | 6 | 10 | 52 | 78 | 72 | 43 | 18 | 17 |

- Overall, just over half of respondents used social media.
- Respondents under the age of 50 are significantly more likely to use social media, whereas those over the age of 70 are significantly less likely.
- Those who need assistance are significantly less likely to use social media.
- Those who own or are a senior decision maker within a small business are significantly more likely.
- Families seem to use social media at a significantly higher rate.

Q9. Do you use social media?
Base: All respondents: n=301; Age Group (18-34 n=19, 35-49 n=78, 50-69 n=107, 70 or over n=97); Need assistance (Yes n=14, No = 287); Small business n=59; Families n=82
* CAUTION SMALL BASE SIZE

TYPE OF SOCIAL MEDIA USAGE

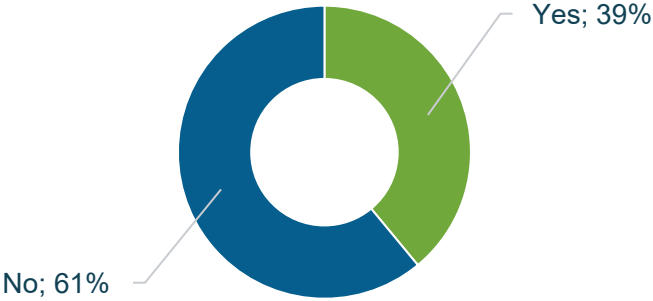


| | Total % | Age Group | | | |
|-----------|---------|-----------|---------|---------|--------------|
| | | 18-34 % | 35-49 % | 50-69 % | 70 or over % |
| Facebook | 95 | 89 | 99 | 94 | 91 |
| Instagram | 42 | 55 | 50 | 32 | 23 |
| YouTube | 23 | 44 | 27 | 14 | 12 |
| Snapchat | 13 | 38 | 18 | 2 | 4 |
| WhatsApp | 12 | 22 | 13 | 5 | 17 |
| TikTok | 12 | 44 | 13 | 2 | 4 |
| Pinterest | 11 | 17 | 17 | 4 | - |
| LinkedIn | 10 | 22 | 13 | 5 | - |
| Twitter | 7 | 22 | 8 | - | 4 |

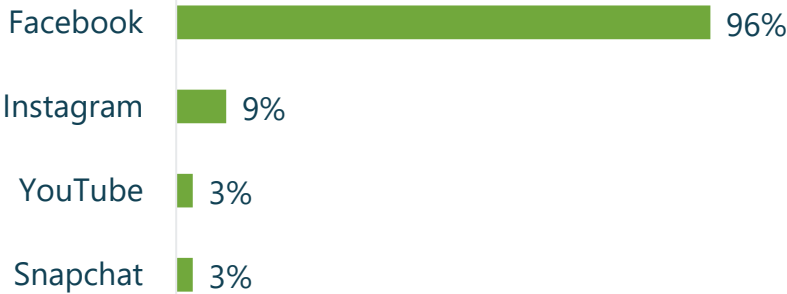
- Of the respondents who use social media, the most common is Facebook.
- A significantly higher proportion of respondents aged between 18 and 34 use Snapchat, TikTok and Twitter, relative to other age groups.

FOLLOWING COUNCIL ON SOCIAL MEDIA

Following Council on social media



What Council is followed on



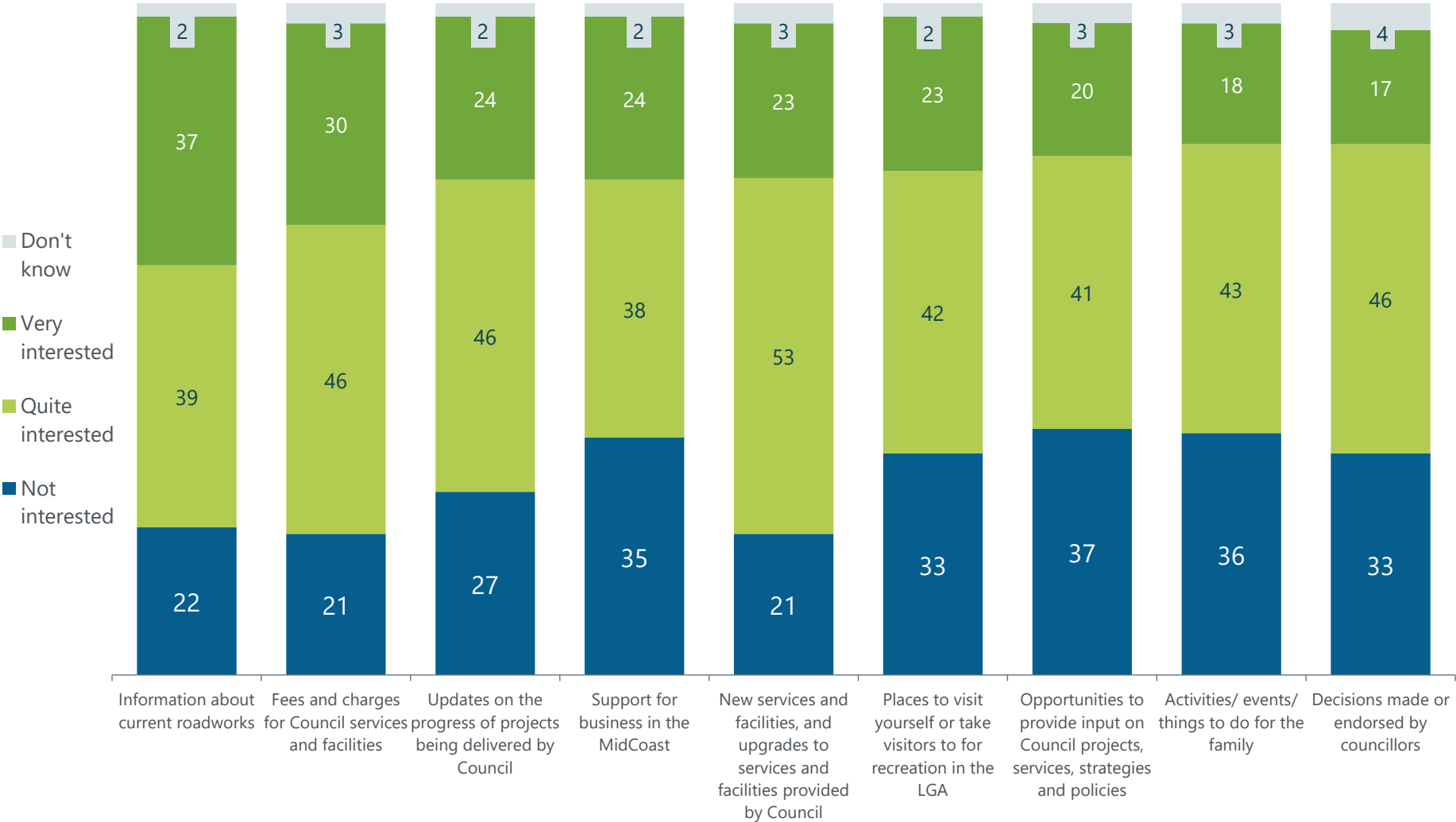
| Following Council on social media | TOTAL % | Age Group | | | |
|-----------------------------------|---------|-----------|---------|---------|--------------|
| | | 18-34 % | 35-49 % | 50-69 % | 70 or over % |
| Yes | 39 | 41 | 57 | 19 | 17 |
| No | 61 | 59 | 43 | 81 | 83 |

- Of those who use social media, just under two-fifths (39%) follow Council, with Facebook being by far the most common platform to do so.
- A significantly smaller proportion of respondents aged 50 or older follow Council on social media, whereas a significantly greater proportion aged between 35 and 49 do, relative to average.

Q11. Do you follow Council on any of these social media platforms?
Base: All respondents who use social media n=163; Age Group (18-34 n=18, 35-49 n=71, 50-69 n=52, 70 or over n=22)
Q12. Which of the following do you use?
Base: All respondents who follow Council on social media n=61

INTEREST IN INFORMATION FROM COUNCIL

Total



- Information about current roadworks was the most commonly preferred information with 37% stating they would be very interested.
- Information on fees and charges was also of interest to a large proportion of respondents.

Q13. I am now going to read out certain information you could obtain from Council. As I read each one could you tell me how interested you would be in reading or hearing about this. Would you be very interested, quite interested, or not interested at all?
Base: All respondents: n=301

IDEAL SOURCE OF INFORMATION

Total

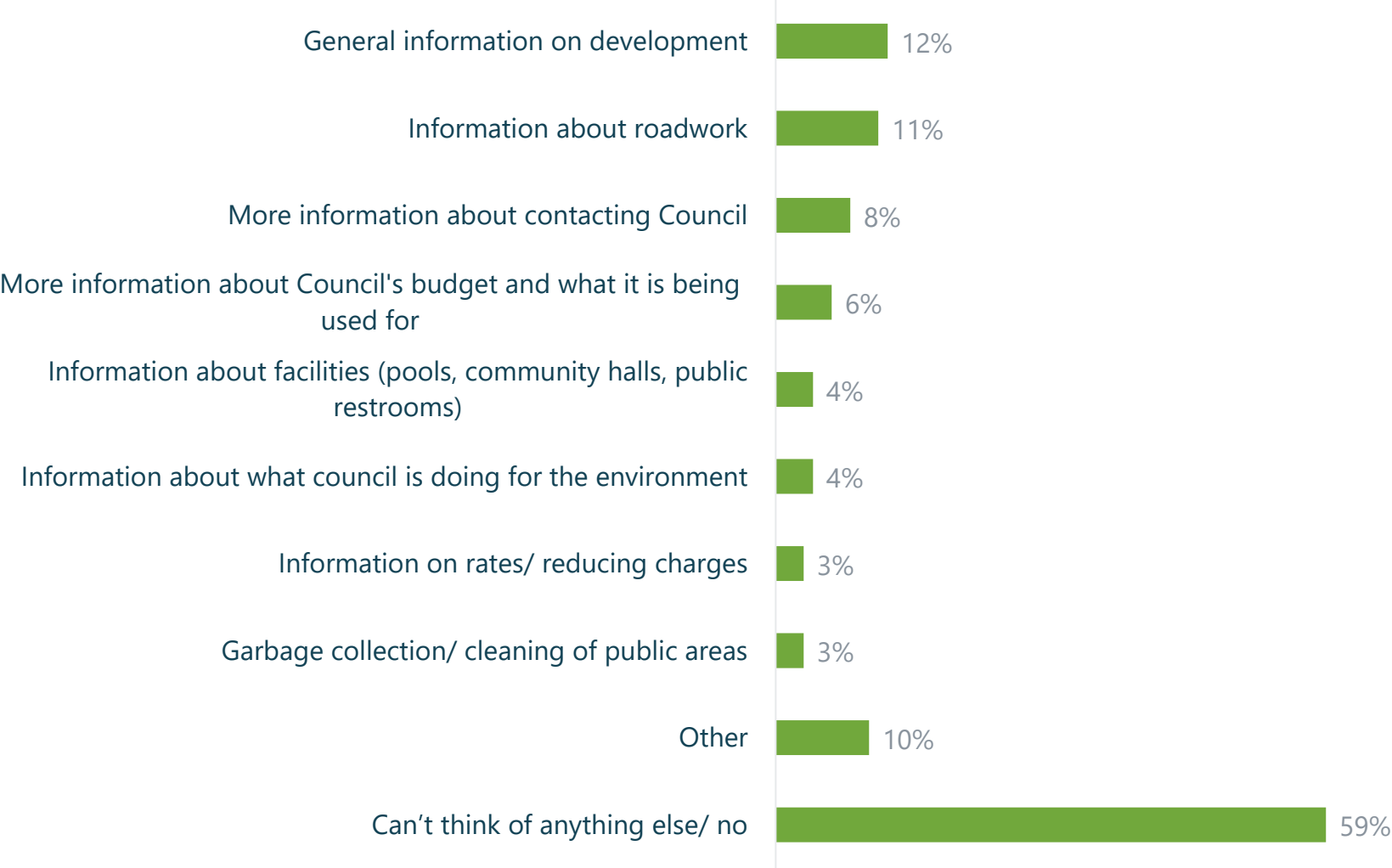
| | TOTAL % | Information from Council | | | | | | | | |
|--------------------------------|---------|---------------------------------------|-------------------------------------------------------|------------------------------------------------------------------|----------------------------------------|--------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|---------------------------------------------------|-------------------------------------------------|
| | | Information about current roadworks % | Fees and charges for Council services and facilities% | Updates on the progress of projects being delivered by Council % | Support for business in the MidCoast % | New services and facilities, and upgrades to services and facilities provided by Council % | Places to visit yourself or take visitors to for recreation in the LGA % | Opportunities to provide input on Council projects, services, strategies and policies % | Activities/ events/ things to do for the family % | Decisions made or endorsed by the councillors % |
| Email from Council | 47 | 51 | 43 | 38 | 50 | 44 | 47 | 39 | 51 | 30 |
| Brochure in letterbox | 35 | 38 | 38 | 39 | 33 | 40 | 39 | 40 | 31 | 44 |
| Council's social media | 23 | 23 | 30 | 32 | 26 | 28 | 28 | 31 | 46 | 29 |
| Council website | 20 | 21 | 17 | 22 | 12 | 13 | 22 | 32 | 7 | 20 |
| Local newspaper article | 19 | 21 | 25 | 26 | 20 | 22 | 23 | 25 | 16 | 25 |
| Council newsletter (via email) | 13 | 15 | 16 | 18 | 18 | 13 | 11 | 16 | 14 | 13 |
| Local community Facebook group | 13 | 15 | 11 | 12 | 14 | 7 | 17 | 12 | 15 | 3 |
| With rates notice | 9 | 9 | 14 | 16 | 11 | 13 | 9 | 16 | 9 | 13 |
| Ad in local paper | 9 | 12 | 13 | 14 | 11 | 7 | 10 | 11 | 12 | 6 |
| Local radio | 8 | 8 | 8 | 12 | 13 | 13 | 12 | 16 | 12 | 10 |
| Other | 19 | 21 | 20 | 24 | 18 | 20 | 19 | 24 | 16 | 24 |

- Overall, across each of the topics, the most popular medium was via an email from Council, with 47% choosing this.
- Council's social media was significantly more popular for information about activities, events and things to do with the family.
- Council website was significantly more popular for information about opportunities to provide input.
- A further breakdown of this question by demographics is provided at Appendix A

Q14. (FOR EACH ANSWER GIVEN AT Q13) How would you prefer to receive information about [insert item from Q13]?

Base: All respondents who answered at least one code at Q13 n=181 (Activities/ events/ things to do for the family n=49, New services and facilities, upgrades to services and facilities provided by Council n=71, Places to visit yourself or take visitors to for recreation in the LGA n=69, Opportunities to provide input on Council projects, services, strategies and policies n=59, Decisions made or endorsed by the councillors n=55, Updates on the progress of projects being delivered by Council n=74, Fees and charges for Council services and facilities n=92, Information about current roadworks n=112, Support for business in the MidCoast n=73)

OTHER INFORMATION OF INTEREST

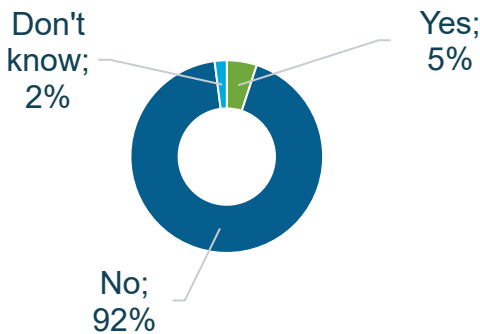


- Overall, most respondents could not think of any other information they would like to receive from Council.
- However, those who could, felt that information about development and roadwork was most important.
- There were no differences between respondents' thoughts based on demographics.

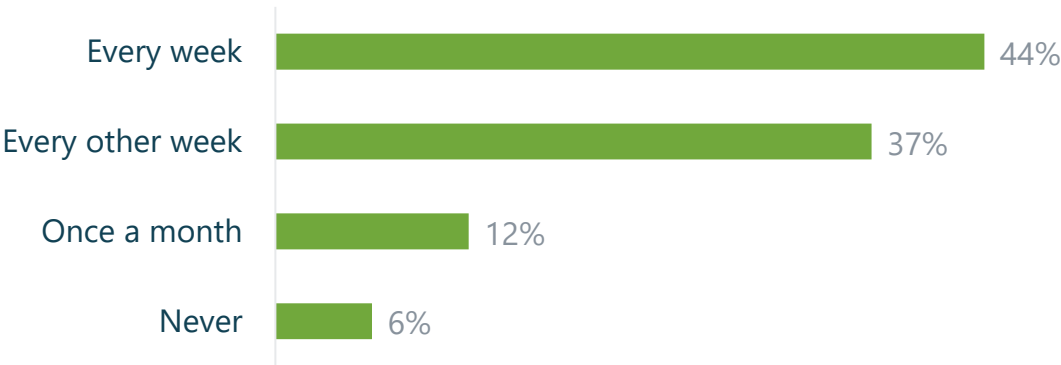
Q15. Can you think of any other information from Council you would be interested in receiving?
Base: All respondents n=301

NEWSWRAP

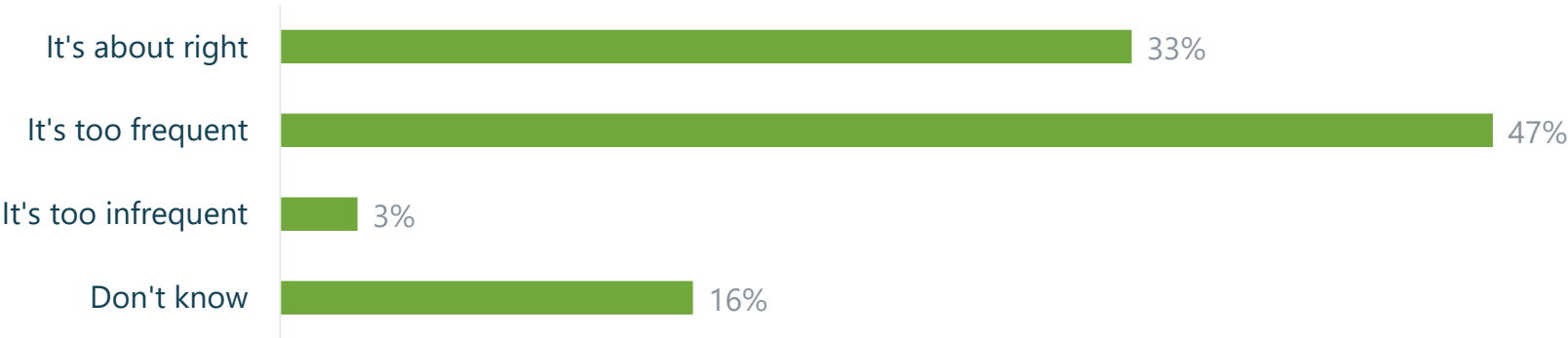
Subscribed to NewsWrap



Frequency of reading NewsWrap



Correct frequency for NewsWrap



- 5% of respondents said they currently receive NewsWrap.
- Of those who do, almost half (44%) read it every week, and an additional 37% read it every other week.
- Almost half (47%) of respondents thought a weekly frequency for a newsletter is too frequent.

Q16 Council currently publishes a weekly e-newsletter called News Wrap that community members can choose to receive by email. Do you receive this?
Base: All respondents n=301
Q17. How often do you read it?
Base: All respondents who read NewsWrap n=15
Q18. Do you think the weekly frequency for a newsletter is about right, too frequent or too infrequent?
Base: All respondents n=301

ENGAGEMENT

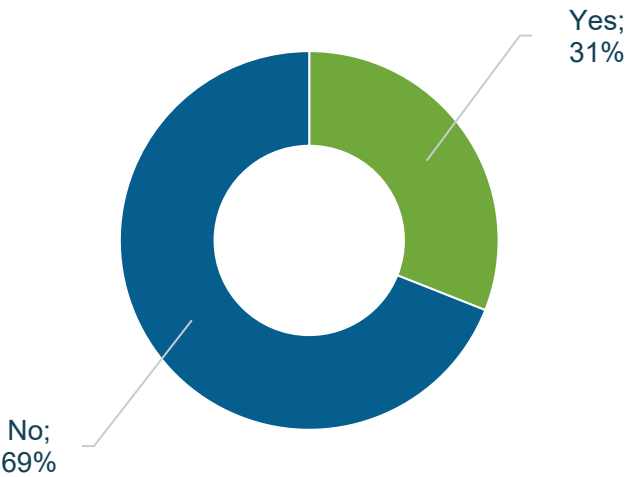


SUMMARY – ENGAGEMENT

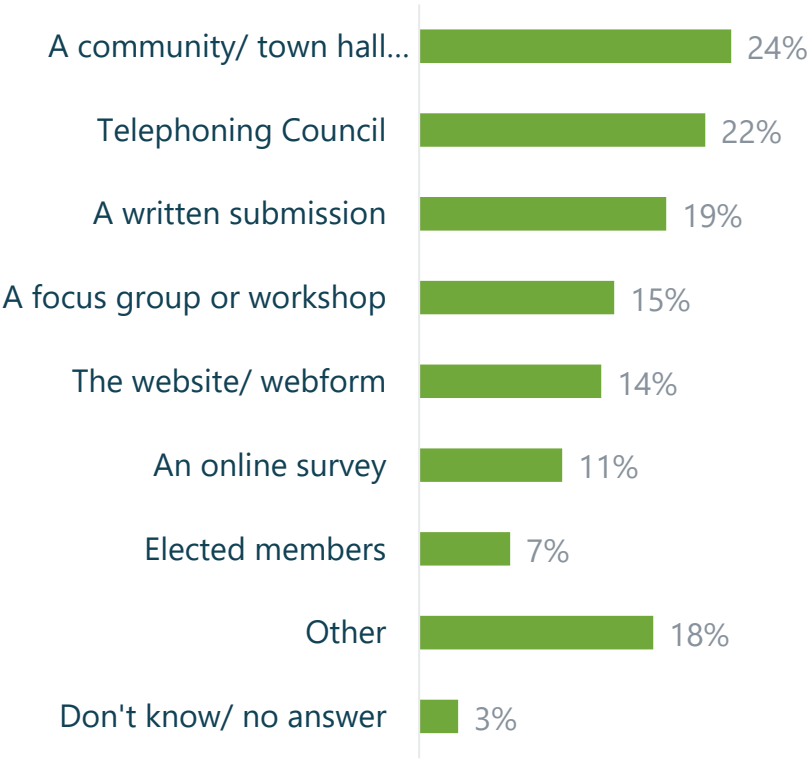
- Overall, 31% of respondents have participated in consultation or provided feedback to Council in the last 2 years. Of those who had, just under a quarter did it through either a community or town hall meeting (24%) or through telephoning Council (22%).
- Overall, the most common reason for not providing feedback was that a respondent was not interested or hadn't thought about it. However almost a quarter didn't know about the opportunity to provide feedback (23%), particularly the younger age groups.
- Filling in an online survey, talking to Council staff or sending an email/letter were the preferred methods of providing feedback.
 - Almost three quarters (73%) of 35-49 year olds said they were likely to fill in an online survey and 42% said they would participate in an online forum or make comments on social media (45%).
 - Those aged over 70 were less likely to participate in digital engagement and preferred writing an email/letter or talking to Council staff.

PROVIDING FEEDBACK TO COUNCIL

Provided feedback to Council in the last 2 years



Method for providing feedback to Council



- Overall, 31% of respondents have participated in consultation or provided feedback to Council in the last 2 years.
- Of those who have, just under a quarter did it through either a community or town hall meeting (24%) or through telephoning Council (22%).

Q19. In the last 2 years, have you participated in a Council consultation activity or provided feedback to Council on Council services, facilities, projects, plans or strategies?

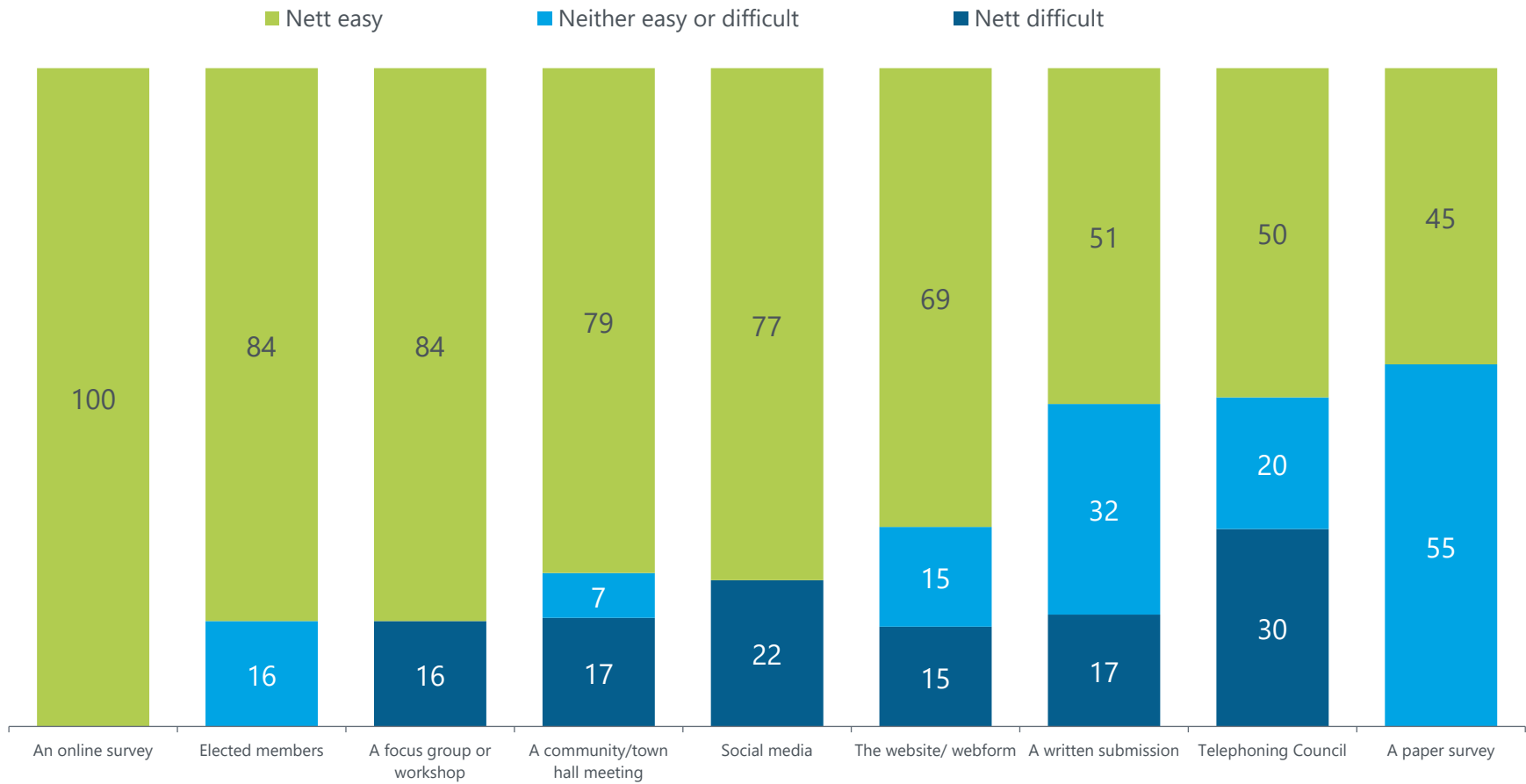
Base: All respondents n=301

Q20. How did you participate or provide feedback?

Base: All respondents who have participated in a Council consultation or provided feedback to Council in the last 2 years n=92

EASE OF PROVIDING FEEDBACK

Total



- All of the people who provided feedback through an online survey said it was either quite or very easy.
- 30% of people stated that providing feedback through telephoning Council was either quite or very difficult.

Q21. How easy did you find it to provide feedback through [INSERT FROM Q20]?
Base: All respondents who selected each answer in Q20 (A focus group or workshop n=14, A community/ town hall meeting n=23, A paper survey n=2, An online survey n=10, Telephoning Council n=21, The website/ webform n=13, Social media n=4, A written submission n=18, Elected members n=7)

REASONS FOR NOT PROVIDING FEEDBACK

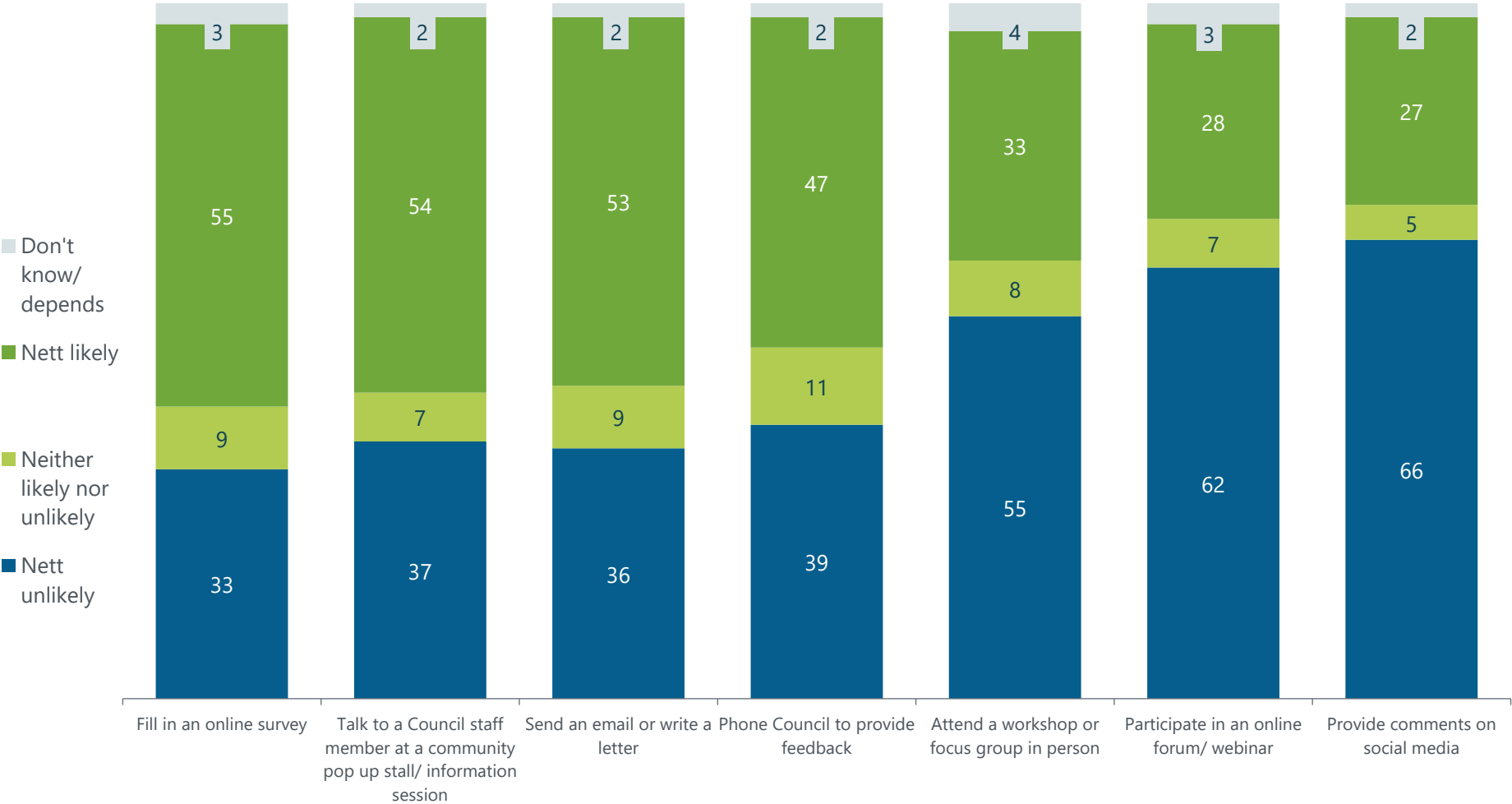
| | TOTAL % | Age Group | | | | Families % |
|--------------------------------------------------------|---------|-----------|---------|---------|--------------|------------|
| | | 18-34 % | 35-49 % | 50-69 % | 70 or over % | |
| Wasn't interested/ haven't thought about it | 36 | 8 | 32 | 37 | 46 | 32 |
| Didn't have time | 24 | 42 | 22 | 28 | 17 | 24 |
| Didn't know about the opportunity | 23 | 42 | 31 | 17 | 18 | 40 |
| Didn't have any feedback to provide | 22 | 27 | 26 | 28 | 12 | 21 |
| Council are ineffective in my area, so I didn't bother | 9 | - | 9 | 5 | 16 | 4 |
| Wasn't sure how to provide feedback | 7 | - | 10 | 7 | 4 | 17 |
| Don't know/ no reason | 3 | - | 3 | 3 | 2 | 2 |
| Haven't lived in the area long enough | 1 | - | - | 1 | 3 | - |

- Overall, the most common reason for not providing feedback was that a respondent was not interested or hadn't thought about it.
- Almost a quarter didn't know about the opportunity to provide feedback (23%), particularly the younger age groups.
- A significant proportion of people in families were either unaware of the opportunity or weren't sure of how to do so.

Q22. Please can you explain why you haven't taken part in consultation or provided feedback to date?
Base: All respondents who have not provided feedback in the last 2 years n=209; Age Group (18-34 n=14, 35-49 n=53, 50-69 n=72, 70 or over n=70); Families n=56

PREFERRED METHOD OF ENGAGEMENT

Total



- Filling in an online survey, talking to Council staff or sending an email/letter were the preferred methods of providing feedback.

Q23. In the future if you wanted to provide your views on a particular MidCoast project or strategy, how likely would you be to (INSERT METHOD).... Would you be very likely, quite likely, neither likely nor unlikely, quite unlikely, very unlikely?
Base: All respondents n=301

OTHER WAYS OF ENGAGING WITH COUNCIL



- Overall, most respondents could not think of any other ways in which they would like to engage with Council.
- However, those who could would prefer engaging through community meetings and through letters in the mail.
- There were no differences between respondents' thoughts based on demographics.

WEBSITE

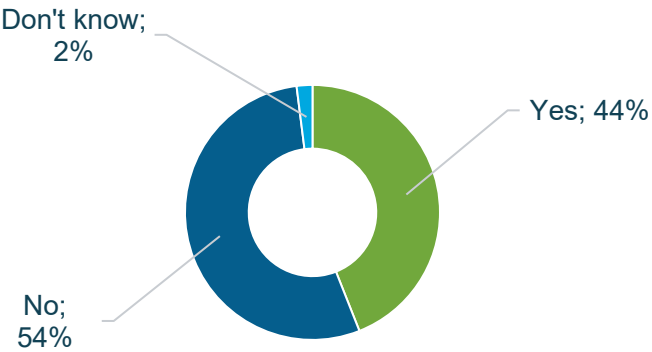


SUMMARY

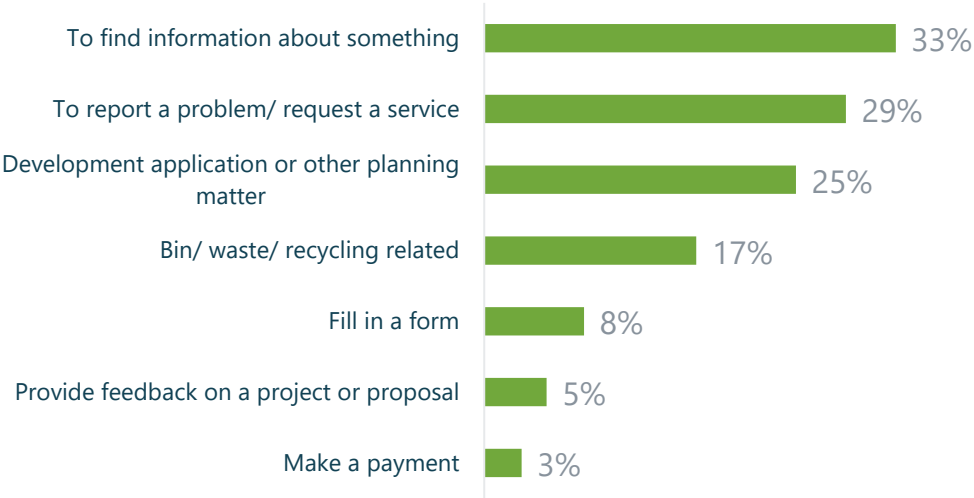
- Overall, 44% of respondents have visited the council website in the last 6 months.
 - Two-thirds of 35 to 49 year olds had visited the website whereas only 29% of respondents aged 70 or over had done the same.
 - 63% of those who own or are a senior decision maker for a small business had visited the website, and 62% of families did.
- The most common reasons for visiting the website were to either find information about something to do with Council (33%), or to report a problem or request a service (29%).
- Four-fifths of respondents were able to either fully or partially complete the task the website was intended for.
- While half of all respondents who used the website said they had a good experience and provided no further feedback, most (22%) that did stated that making the easier to navigate and more user-friendly would aid the overall experience.

VISITING THE COUNCIL WEBSITE

Visited the website in the last 6 months



Reasons for visiting the website



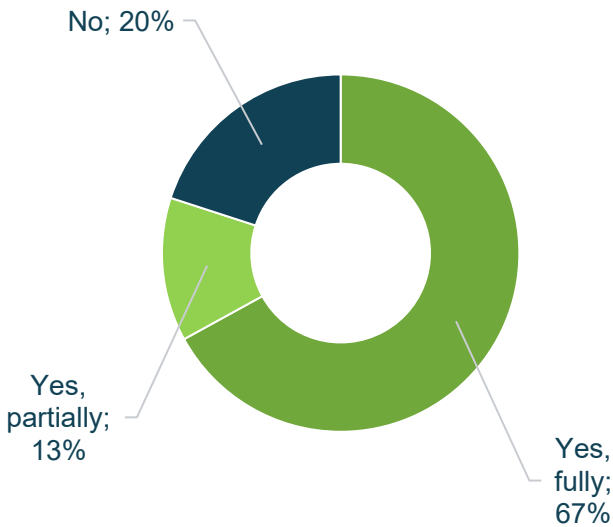
- Overall, just under half of respondents (44%) have visited the council website in the last 6 months.
- The most common reasons were to either find information about something, or to report a problem or request a service.
- A quarter had also visited due to a development application or other planning matter.
- Almost two-thirds of owners or decision makers for small businesses had visited the website.
- A significantly larger proportion of people in families visited the website.

| Visited the website in the last 6 months | TOTAL % | Age Group | | | | Small business % | Families % |
|------------------------------------------|---------|-----------|---------|---------|--------------|------------------|------------|
| | | 18-34 % | 35-49 % | 50-69 % | 70 or over % | | |
| Yes | 44 | 43 | 67 | 39 | 29 | 63 | 62 |
| No | 54 | 37 | 32 | 59 | 71 | 35 | 37 |
| Don't know | 2 | 20 | 1 | 2 | - | 2 | 1 |

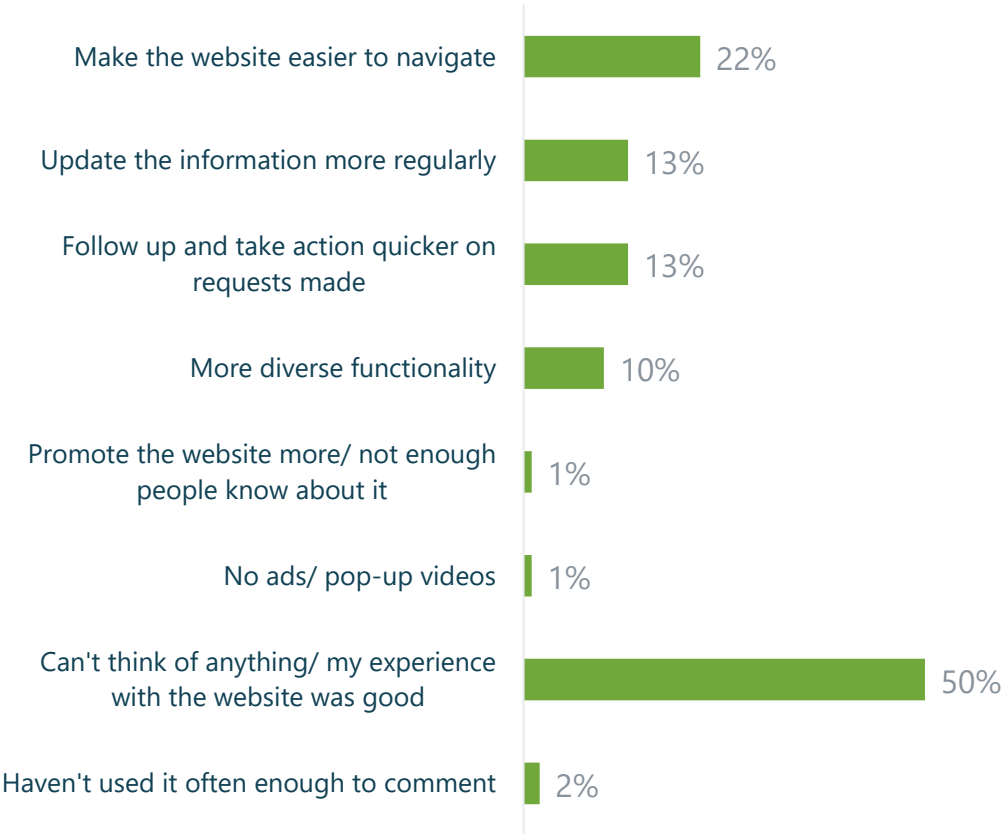
Q25. Have you visited the council website in the last 6 months?
Base: All respondents n=301; Age group (18-34 n=19, 35-49 n=78, 50-69 n=107, 70 or over n=97); Small business n=59; Families n=82
Q26. Why did you visit it?
Base: All respondents who have visited the council website in the last 6 months n=126

USING THE COUNCIL WEBSITE

Able to complete task the website was intended for



Feedback for improving the website experience



- Overall, two-thirds were able to fully complete the task they came to the website to do, and four fifths at least partially complete their task.
- The most common piece of feedback for improving the website experience was to make the website easier to navigate and more user-friendly.

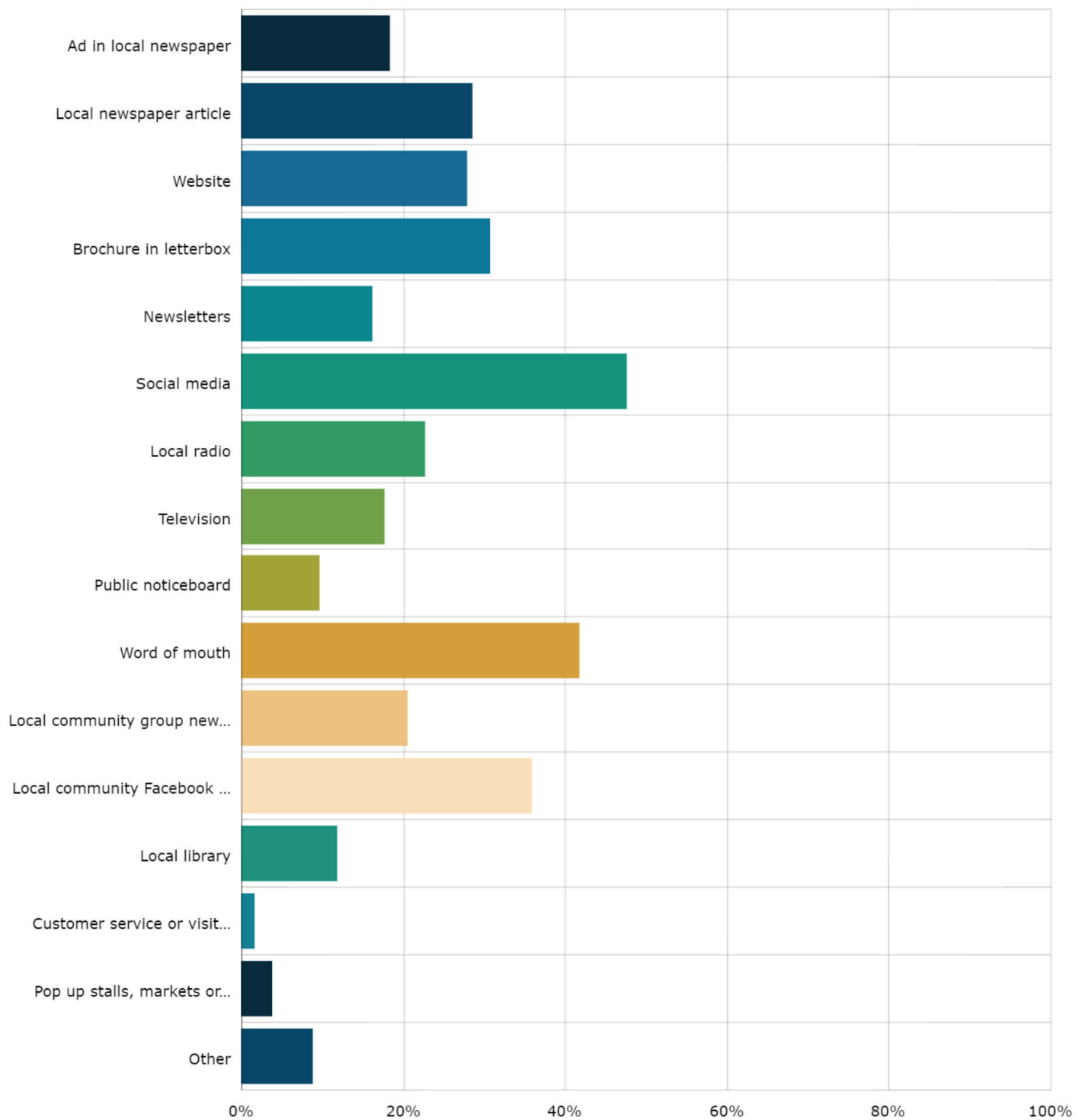
Q27. Were you able to complete the task you came to the website to do?
Base: All respondents who visited the council website in the last 6 months n=126
Q28. How could Council improve the website experience?
Base: All respondents who visited the council website in the last 6 months n=126

Appendix B – Survey results summary

| | | |
|-------------------------------------------------------|--------------|---------------|
| Closed | | |
| Engagement Strategy survey | 125 | 137 |
| Share how you want to connect with us | Contributors | Contributions |

Contribution summary

| |
|-----------------------------------------------------------------------------------|
| 1. How do you usually find out about things happening in your community? Required |
| Multi Choice Skipped: 0 Answered: 137 (100%) |

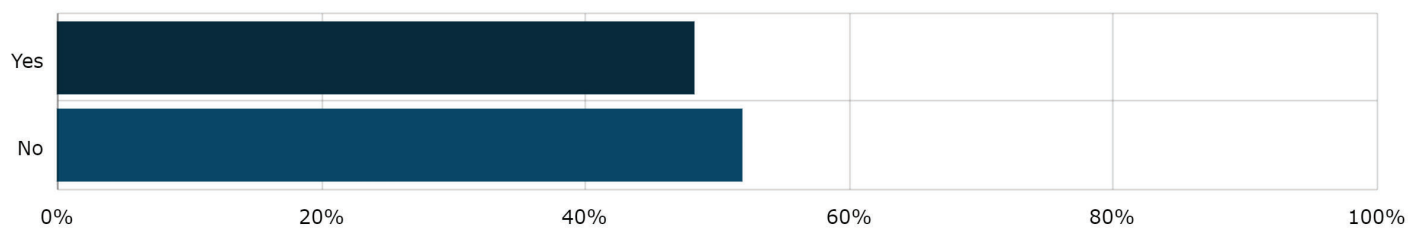


| Answer choices | Percent | Count |
|-------------------------|---------|-------|
| Ad in local newspaper | 18.25% | 25 |
| Local newspaper article | 28.47% | 39 |
| Website | 27.74% | 38 |
| Brochure in letterbox | 30.66% | 42 |

| | | |
|-------------------------------------------------|--------|----|
| Newsletters | 16.06% | 22 |
| Social media | 47.45% | 65 |
| Local radio | 22.63% | 31 |
| Television | 17.52% | 24 |
| Public noticeboard | 9.49% | 13 |
| Word of mouth | 41.61% | 57 |
| Local community group newsletter | 20.44% | 28 |
| Local community Facebook page | 35.77% | 49 |
| Local library | 11.68% | 16 |
| Customer service or visitor information centres | 1.46% | 2 |
| Pop up stalls, markets or information sessions | 3.65% | 5 |
| Other | 8.76% | 12 |

6. Do you read local newspapers or local magazines? Required

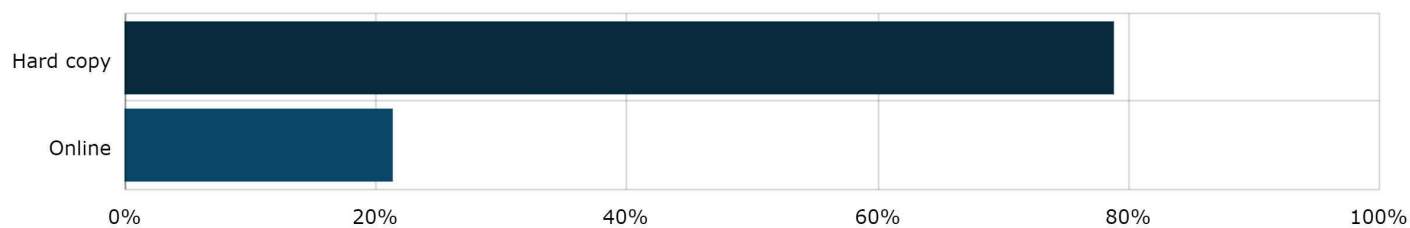
Multi Choice | Skipped: 0 | Answered: 137 (100%)



| Answer choices | Percent | Count |
|----------------|---------|-------|
| Yes | 48.18% | 66 |
| No | 51.82% | 71 |

7. Do you read a hard copy, or do you read them online? Required

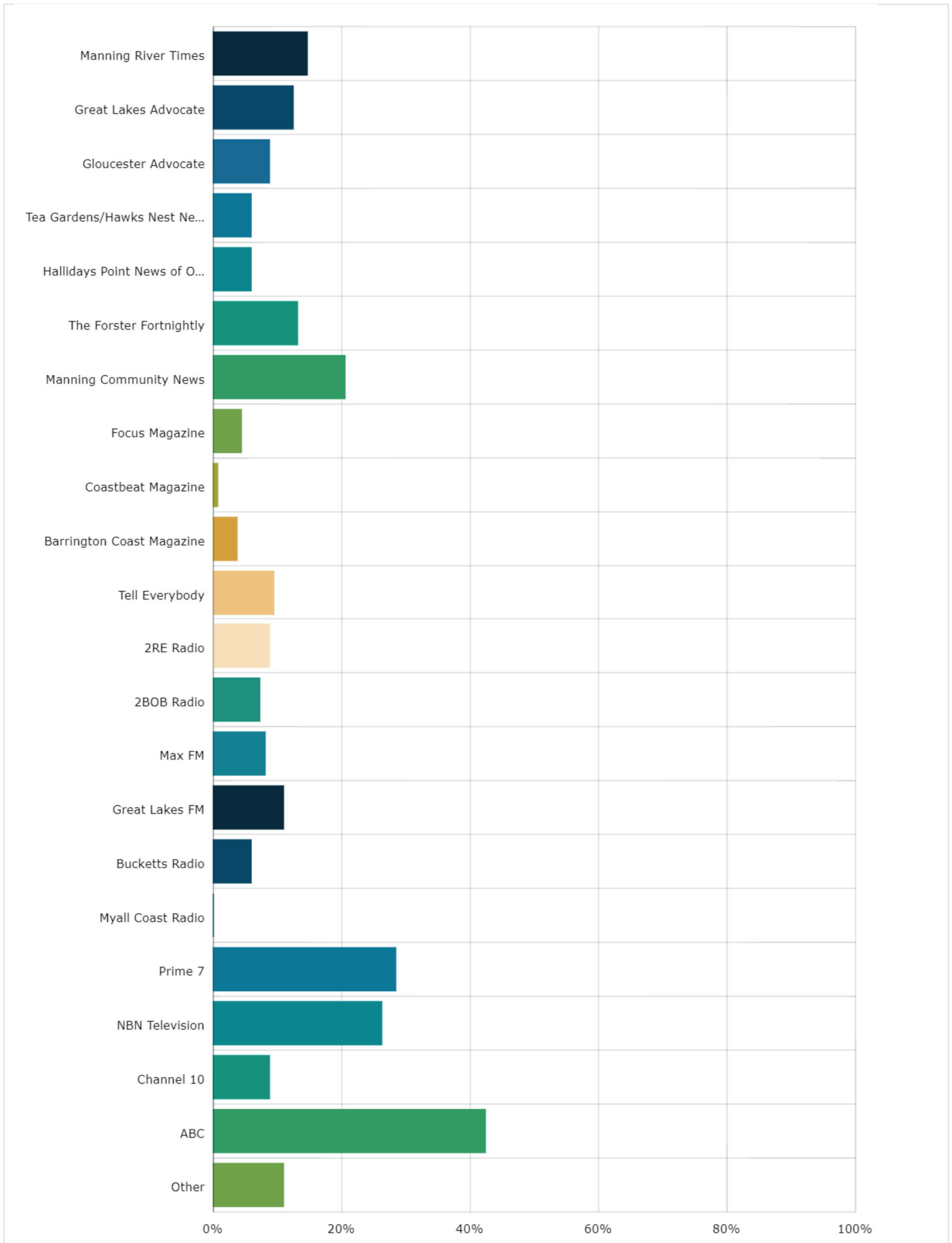
Multi Choice | Skipped: 71 | Answered: 66 (48.2%)



| Answer choices | Percent | Count |
|----------------|---------|-------|
| Hard copy | 78.79% | 52 |
| Online | 21.21% | 14 |

8. Which news sources do you regularly use? Required

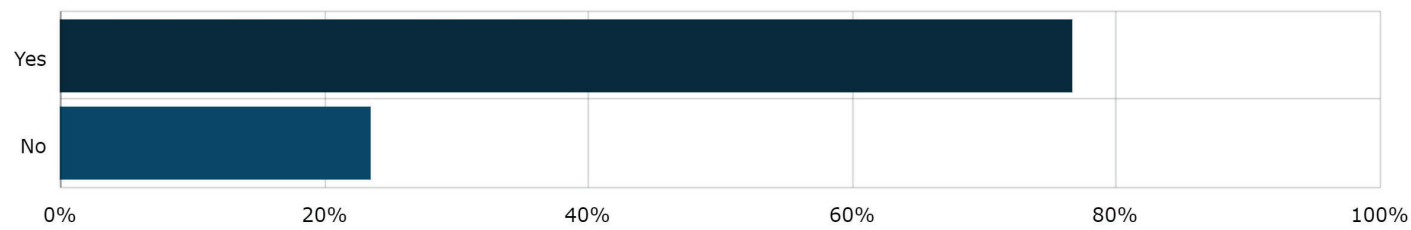
Multi Choice | Skipped: 0 | Answered: 137 (100%)



| Answer choices | Percent | Count |
|-----------------------------------------|---------|-------|
| Manning River Times | 14.60% | 20 |
| Great Lakes Advocate | 12.41% | 17 |
| Gloucester Advocate | 8.76% | 12 |
| Tea Gardens/Hawks Nest News of the Area | 5.84% | 8 |
| Hallidays Point News of Our World | 5.84% | 8 |
| The Forster Fortnightly | 13.14% | 18 |
| Manning Community News | 20.44% | 28 |
| Focus Magazine | 4.38% | 6 |
| Coastbeat Magazine | 0.73% | 1 |
| Barrington Coast Magazine | 3.65% | 5 |
| Tell Everybody | 9.49% | 13 |
| 2RE Radio | 8.76% | 12 |
| 2BOB Radio | 7.30% | 10 |
| Max FM | 8.03% | 11 |
| Great Lakes FM | 10.95% | 15 |
| Bucketts Radio | 5.84% | 8 |
| Myall Coast Radio | 0% | 0 |
| Prime 7 | 28.47% | 39 |
| NBN Television | 26.28% | 36 |
| Channel 10 | 8.76% | 12 |
| ABC | 42.34% | 58 |
| Other | 10.95% | 15 |

9. Do you use social media? Required

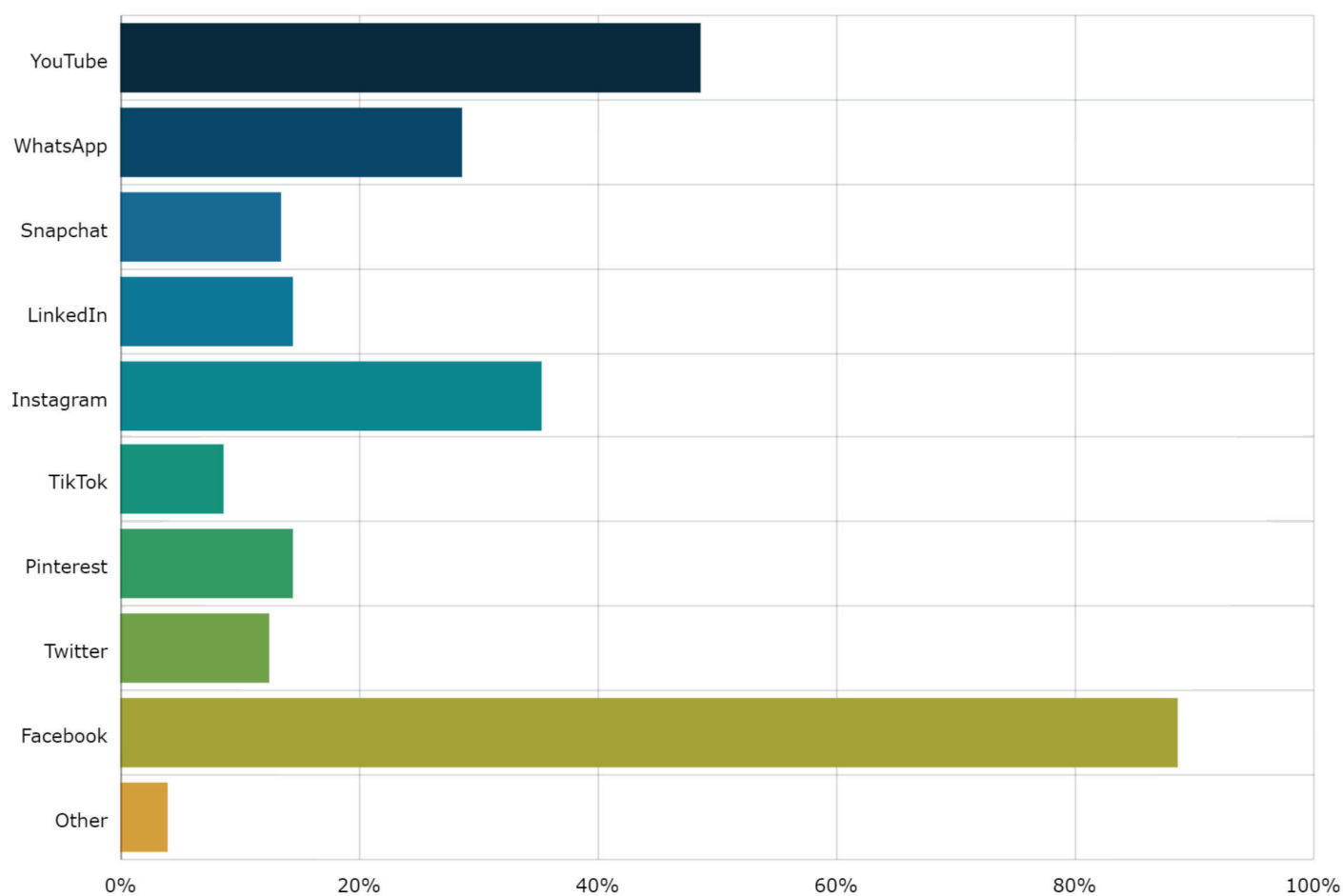
Multi Choice | Skipped: 0 | Answered: 137 (100%)



| Answer choices | Percent | Count |
|----------------|---------|-------|
| Yes | 76.64% | 105 |
| No | 23.36% | 32 |

10. Which of the following do you use? Required

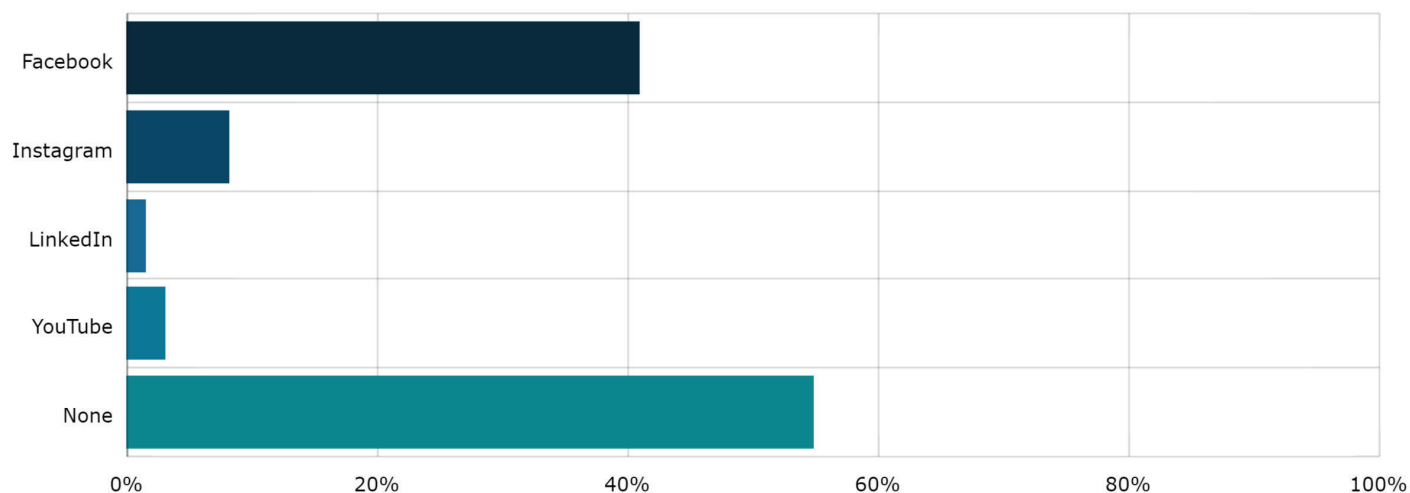
Multi Choice | Skipped: 32 | Answered: 105 (76.6%)



| Answer choices | Percent | Count |
|----------------|---------|-------|
| YouTube | 48.57% | 51 |
| WhatsApp | 28.57% | 30 |
| Snapchat | 13.33% | 14 |
| LinkedIn | 14.29% | 15 |
| Instagram | 35.24% | 37 |
| TikTok | 8.57% | 9 |
| Pinterest | 14.29% | 15 |
| Twitter | 12.38% | 13 |
| Facebook | 88.57% | 93 |
| Other | 3.81% | 4 |

11. Do you follow MidCoast Council on any of these social media platforms? Required

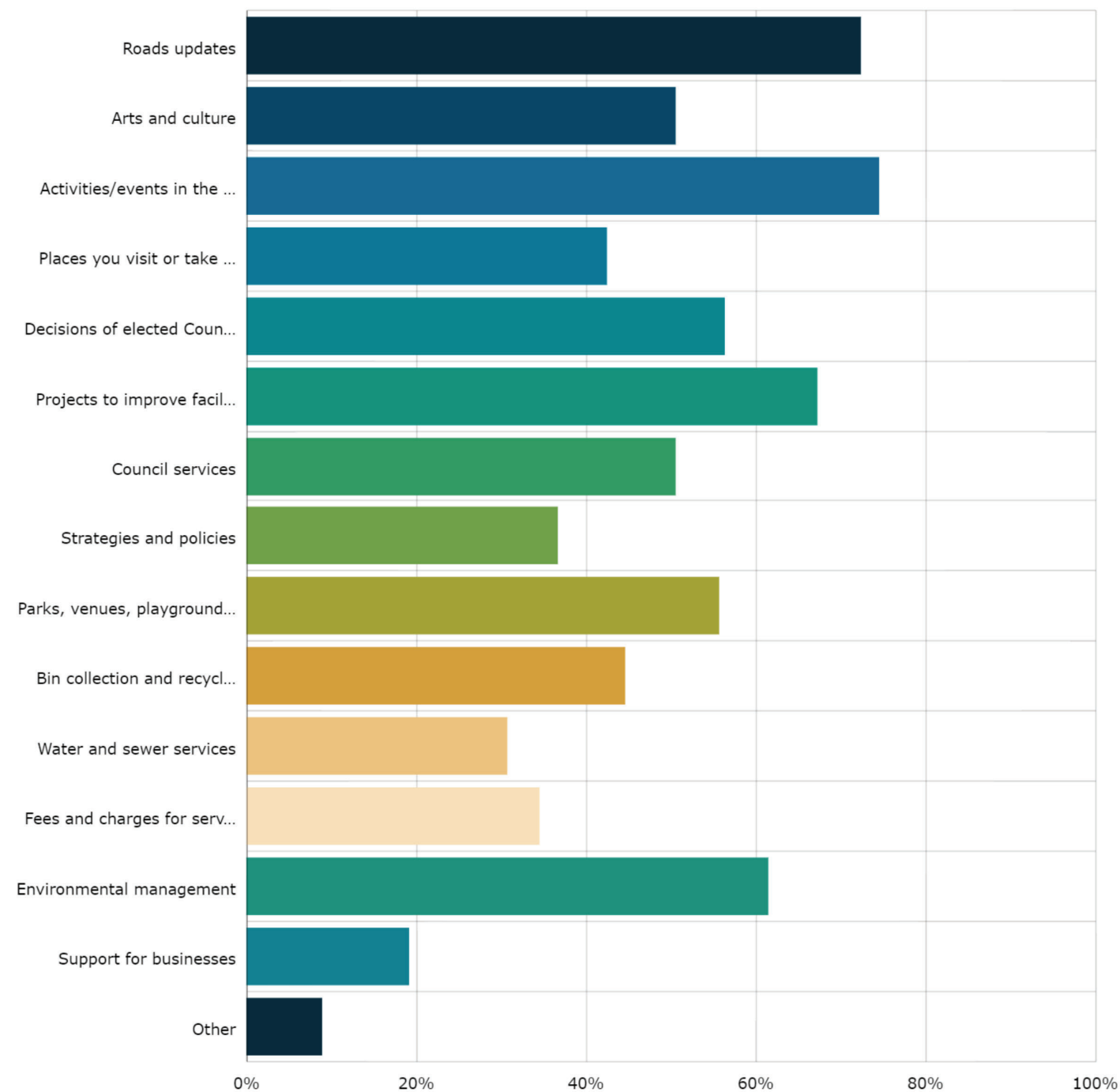
Multi Choice | Skipped: 0 | Answered: 137 (100%)



| Answer choices | Percent | Count |
|----------------|---------|-------|
| Facebook | 40.88% | 56 |
| Instagram | 8.03% | 11 |
| LinkedIn | 1.46% | 2 |
| YouTube | 2.92% | 4 |
| None | 54.74% | 75 |

12. What types of things do you want to hear about?

Multi Choice | Skipped: 0 | Answered: 137 (100%)

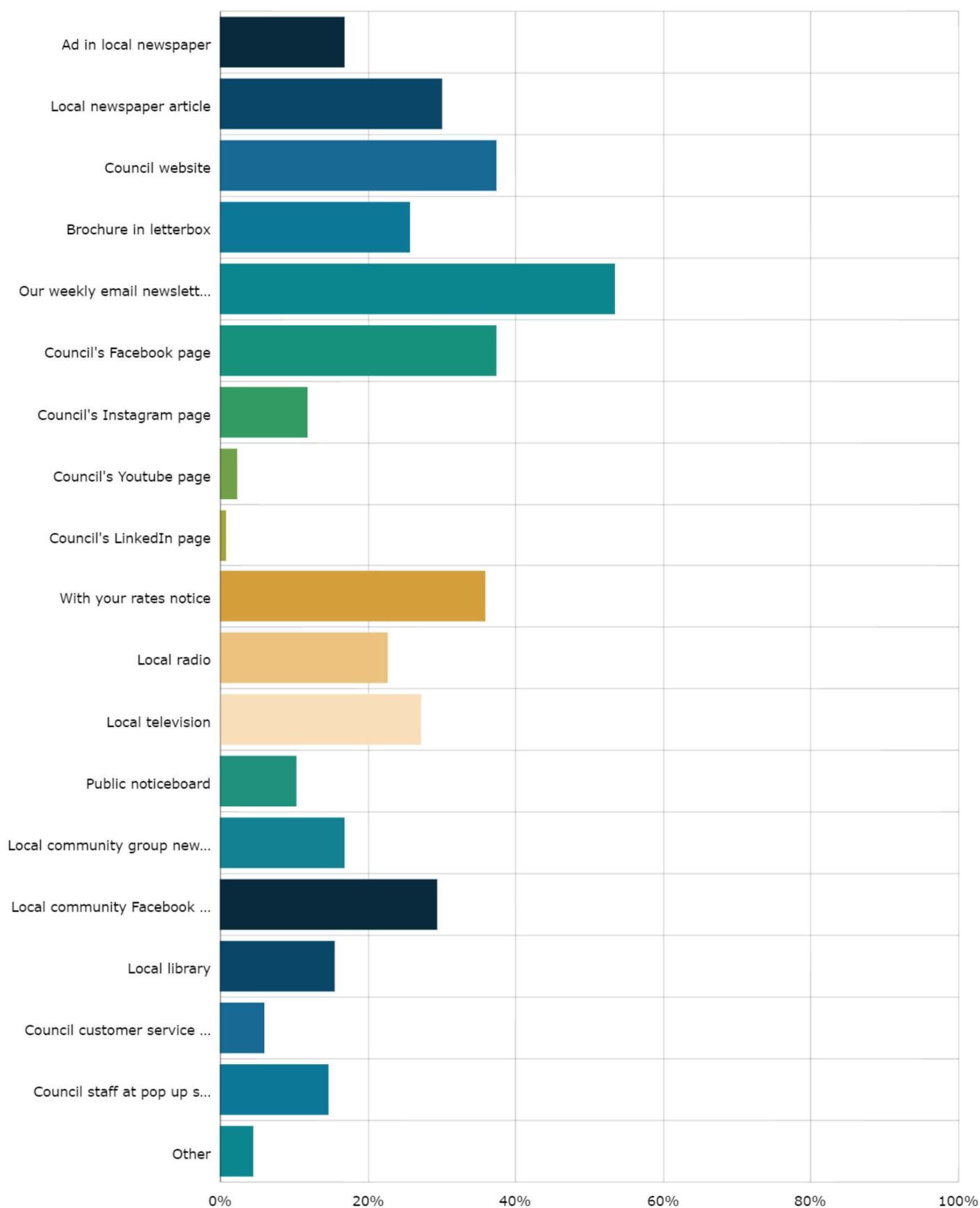


| Answer choices | Percent | Count |
|-----------------------------------------------------|---------|-------|
| Roads updates | 72.26% | 99 |
| Arts and culture | 50.36% | 69 |
| Activities/events in the area | 74.45% | 102 |
| Places you visit or take visitors to for recreation | 42.34% | 58 |

| | | |
|-------------------------------------------------------------------------|--------|----|
| Decisions of elected Councillors | 56.20% | 77 |
| Projects to improve facilities | 67.15% | 92 |
| Council services | 50.36% | 69 |
| Strategies and policies | 36.50% | 50 |
| Parks, venues, playgrounds, pools, halls, beaches and sports facilities | 55.47% | 76 |
| Bin collection and recycling | 44.53% | 61 |
| Water and sewer services | 30.66% | 42 |
| Fees and charges for services and facilities | 34.31% | 47 |
| Environmental management | 61.31% | 84 |
| Support for businesses | 18.98% | 26 |
| Other | 8.76% | 12 |

13. Ideally, how would you like to receive information about our services, facilities, events or projects? Required

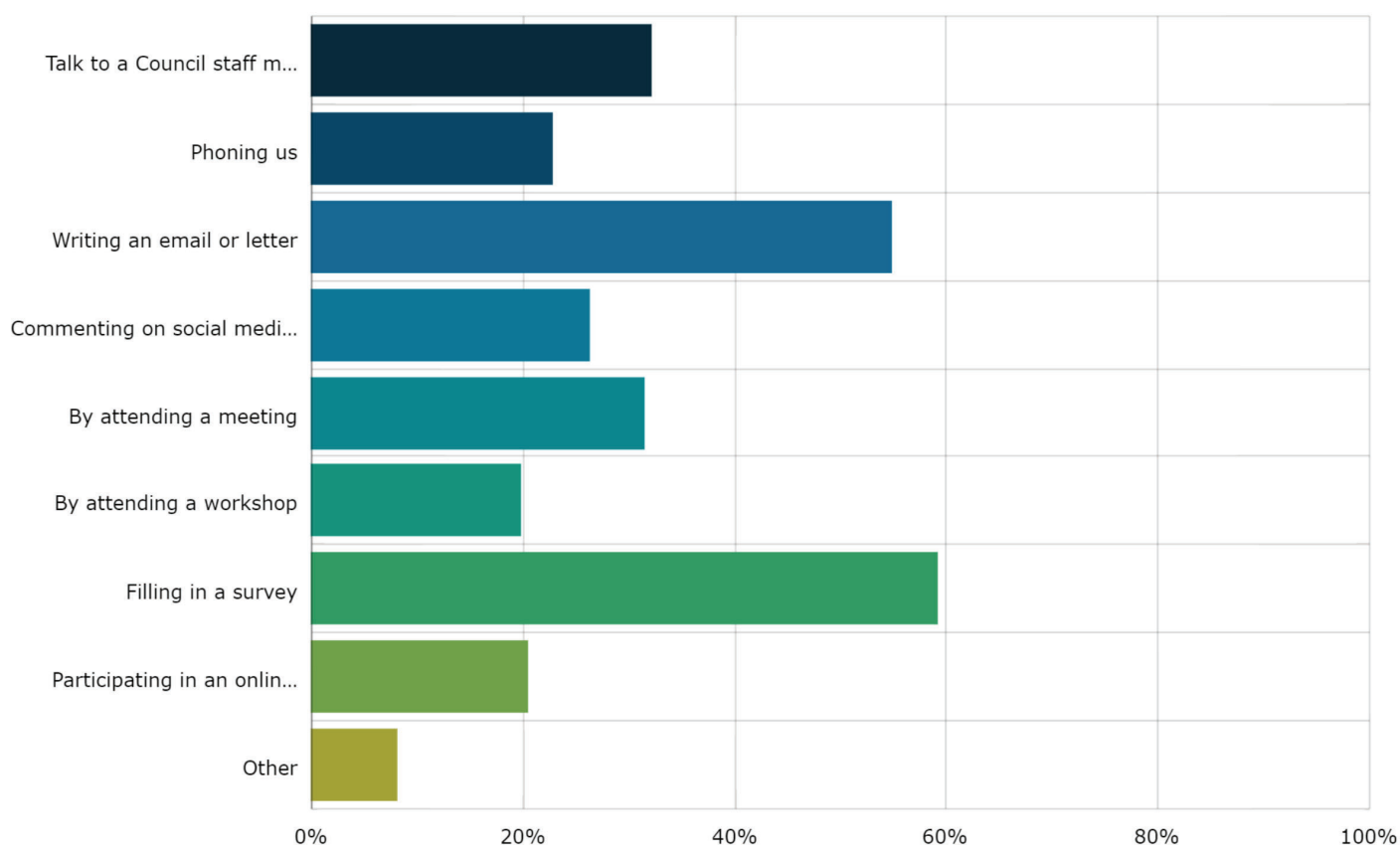
Multi Choice | Skipped: 0 | Answered: 137 (100%)



| Answer choices | Percent | Count |
|--------------------------------------------------------|---------|-------|
| Ad in local newspaper | 16.79% | 23 |
| Local newspaper article | 29.93% | 41 |
| Council website | 37.23% | 51 |
| Brochure in letterbox | 25.55% | 35 |
| Our weekly email newsletter, NewsWrap | 53.28% | 73 |
| Council's Facebook page | 37.23% | 51 |
| Council's Instagram page | 11.68% | 16 |
| Council's Youtube page | 2.19% | 3 |
| Council's LinkedIn page | 0.73% | 1 |
| With your rates notice | 35.77% | 49 |
| Local radio | 22.63% | 31 |
| Local television | 27.01% | 37 |
| Public noticeboard | 10.22% | 14 |
| Local community group newsletter | 16.79% | 23 |
| Local community Facebook page | 29.20% | 40 |
| Local library | 15.33% | 21 |
| Council customer service centres | 5.84% | 8 |
| Council staff at pop up stalls or information sessions | 14.60% | 20 |
| Other | 4.38% | 6 |

15. How do you want to tell us your thoughts and views? Required

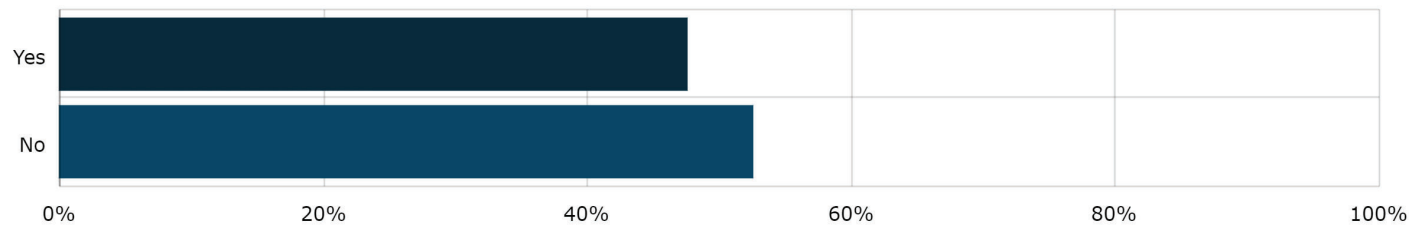
Multi Choice | Skipped: 0 | Answered: 137 (100%)



| Answer choices | Percent | Count |
|--------------------------------------------------------------------------------|---------|-------|
| Talk to a Council staff member at a community pop up stall/information session | 32.12% | 44 |
| Phoning us | 22.63% | 31 |
| Writing an email or letter | 54.74% | 75 |
| Commenting on social media: Facebook, Instagram, LinkedIn, YouTube | 26.28% | 36 |
| By attending a meeting | 31.39% | 43 |
| By attending a workshop | 19.71% | 27 |
| Filling in a survey | 59.12% | 81 |
| Participating in an online forum/webinar | 20.44% | 28 |
| Other | 8.03% | 11 |

16. Council currently publishes a weekly e-newsletter called News Wrap that community members can choose to receive by email. Do you receive this? Required

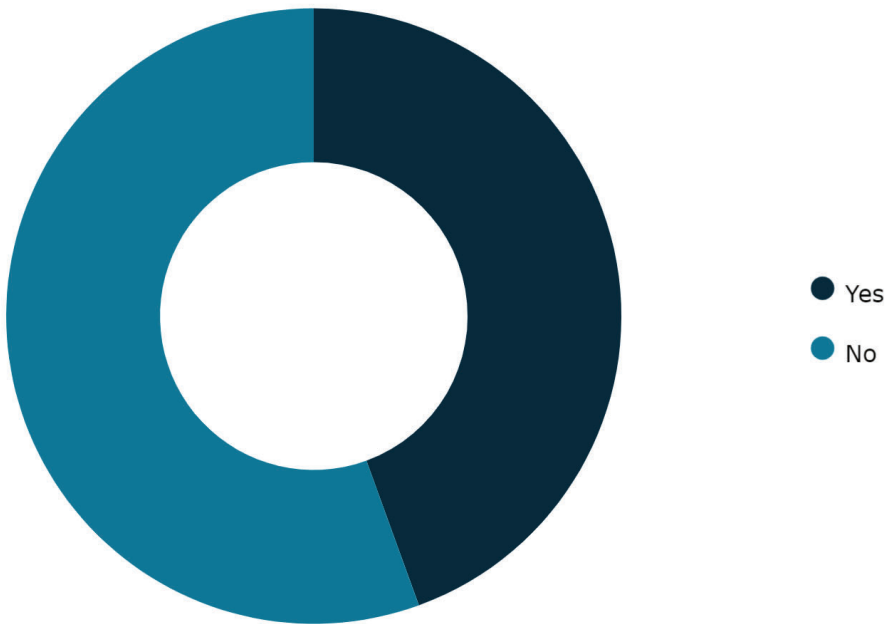
Multi Choice | Skipped: 0 | Answered: 137 (100%)



| Answer choices | Percent | Count |
|----------------|---------|-------|
| Yes | 47.45% | 65 |
| No | 52.55% | 72 |

17. Would you like to sign up to News Wrap? Required

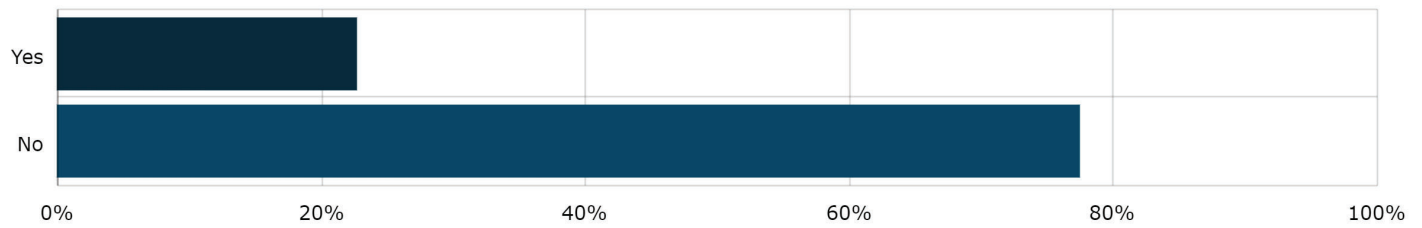
Multi Choice | Skipped: 65 | Answered: 72 (52.6%)



| Answer choices | Percent | Count |
|----------------|---------|-------|
| Yes | 44.44% | 32 |
| No | 55.56% | 40 |
| Total | 100.00% | 72 |

19. Are you part of a community group and would like to get information from us to share? Required

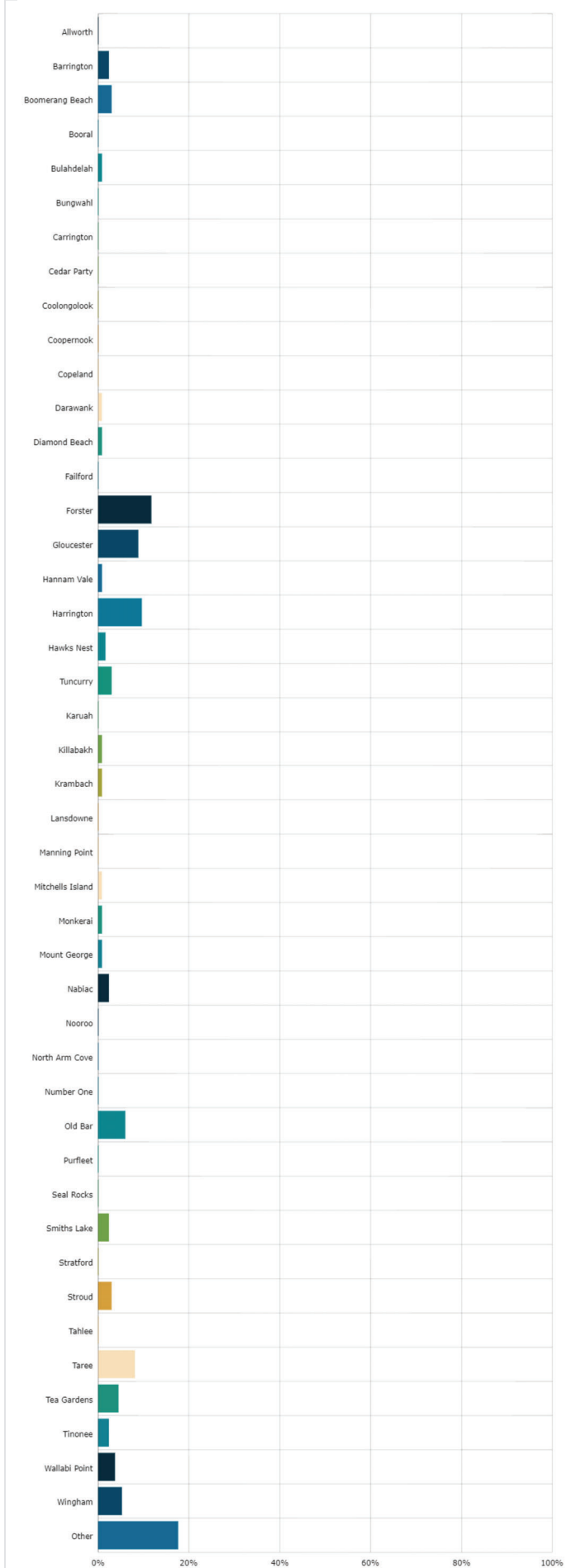
Multi Choice | Skipped: 0 | Answered: 137 (100%)



| Answer choices | Percent | Count |
|----------------|---------|-------|
| Yes | 22.63% | 31 |
| No | 77.37% | 106 |

23. Which region do you live in? Required

Multi Choice | Skipped: 0 | Answered: 137 (100%)



| Answer choices | Percent | Count |
|-----------------|---------|-------|
| Allworth | 0% | 0 |
| Barrington | 2.19% | 3 |
| Boomerang Beach | 2.92% | 4 |
| Booral | 0% | 0 |
| Bulahdelah | 0.73% | 1 |
| Bungwahl | 0% | 0 |
| Carrington | 0% | 0 |
| Cedar Party | 0% | 0 |
| Coolongolook | 0% | 0 |
| Coopernook | 0% | 0 |
| Copeland | 0% | 0 |
| Darawank | 0.73% | 1 |
| Diamond Beach | 0.73% | 1 |
| Failford | 0% | 0 |
| Forster | 11.68% | 16 |
| Gloucester | 8.76% | 12 |
| Hannam Vale | 0.73% | 1 |
| Harrington | 9.49% | 13 |
| Hawks Nest | 1.46% | 2 |
| Tuncurry | 2.92% | 4 |
| Karuah | 0% | 0 |

Appendix C – Responses to survey question

| |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Responses to survey question: Is there anything else you would like to add about how you would like to share with us or hear from us? |
| All good for now. |
| More regular updates regarding roadworks completion. Things planned for areas |
| Not at the moment |
| To be able to speak to a person. |
| Harrington Rd is shocking & dangerous. Garbage service inadequate. |
| I like information in an email form. Also the community page is a great way of communicating. |
| Maybe where emergency services are available when there is an emergency ie fires or floods. |
| i would like to think that any idea, suggestion, comment, opinion I give is listened to, noted, commented on and taken seriously not filed away in the bin. it is so frustrating trying to make a difference, information is passed on to another person or depa |
| Suggest a small group of residents with a spokesperson collaborate with a dedicated Council staff member for Harrington |
| Snap send solve app on my phone seems a logical platform which is up and running already |
| Council communication needs to accommodate people who aren't online so that we don't exacerbate the "digital divide". Increase opportunities for face to face communication, such as allowing members of the public to put a question to council meetings. |
| By email |
| Yes. Advice from council about local events - meetings, workshops, popup shops, community engagement in other ways - it would be ideal for TellEverybody to know by the 12th of the month preceed so that TellEverybody can publish it for the following month. |
| Is there a problem with Hallidays Point not being a region? |
| Consultation on DA applications and approval on adjoining property |
| Town Hall forum 'Open Question' |
| More detail on local DAs |
| I would like to feel that my opinions are respected by council and considered. . I would like Councillors to respond to communication by at least by an email of 'acknowledgement of received communication" and hopefully a responsd. |
| Advocate for free local newspaper home delivered. Having moved from an area where there is weekly delivery, it was very disappointing not to have this here. This is the reason I don't read a local newspaper. |
| I have emailed Council as far back as FEBRUARY 22 asking for the Trees blocking the view from Pilot Hill Harrington to be pruned & all I have got is that it will be done (But WHEN !!!) I would like a committed date by now. I |
| To make relevant as due to land slip Barrington is not accessible from Gloucester, Council should revert back to Mid coast council instead of Barrington Coast |
| Monthly markets well a great opportunity are difficult for elderly and disabled - very poor access. |
| Council Newsletter |
| I believe if you are posting something on social media that it should be shared onto the social media groups of the area. |
| Do things out at Pacific Palms!!! |
| I dont want to receive any news online, Logging onto a computer is too much effort. A hard copy is always there, and it's not glary to read. I worked on computers and now I'm retired I just want to avoid computers. |
| Also like to get speedier responses when we do communicate directly with you. |
| Getting a response from Council can be frustrating |
| Greater social media presence to engage a younger demographic. Go to schools and speak with students. |
| I didn't know about your weekly email- so will be good to get that. I usually get someone helpful on phone fairly quickly but would like to know who to email about certain issues? Eg broken kerbs with sharp edges. |
| Take a family approach to the town - not elderly only |
| Having recently moved to Taree(a beautiful town), I am somewhat dismayed by the continued feedback on the crime rate and lack of police response. I feel that Council could play a critical part in facilitating Police Forums with the public. |

| |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| No, just need regular email notification |
| no all good |
| Keep using Forster Fortnightly newspaper. Best way to get info to all. |
| Contact community groups when there are issues which affect their members |
| Nabiac Showground management and who to contact with regards to upgrades and concerns |
| Provide specific project information on site signage eg Forster civic project |
| Need more lead up time to ensure I can attend, online or in person |
| I'm a plumber in the local area and trying to get a sewer diagram is now a nightmare we call up and someone takes the address and then later that day it gets sent to us fine if it's not an emergency but when it's a sewer blockage we need it quicker to be |
| I'd like council staff actually assist when you visit the Taree office rather telling you there's a computer over there when I don't use a computer |
| Very hard to contact the MEC |
| The community needs a central point for communication. In the past, this used to be via local newspapers. Now people in the community uses so many different forms of communication that important information gets missed easily. |
| I feel social media is the fastest form of communication |
| I think your excellent questionnaire has covered every possible place and platform to receive information about council news. |
| It is very difficult obtain the attention of Council officers to our concerns and obtain common sense answers. |
| Being able to talk to an actual person is always a bonus. |
| I work at the local radio. I don't think you appreciated the importance of liaising with us to get information into the local population especially in an emergency |
| Treat petitions to MCC as petitions to NSW parliament treated - with honour & accountability according to traditional democratic conventions |
| Not at the moment |
| Like to have a stepped approach which allows to opt in based on step chosen |
| No but thanks for the survey. Just loved to be informed about what's going on. |
| We need another road out of Oldbar in case of an emergency situation. |
| I think you forget about people in rural areas who have no access to local TV when you talk about advertising etc. We only receive TV via VAST satellite and there is no local content |
| By receiving information from council in a timely manner - well ahead of the Harrington and Surrounds Business and |
| MCC pop-up sessions are too centralised, from Coomba or Seal Rocks we need to travel a round trip of one and a half hours - too far. |
| Most people in my circle would prefer to engage online for general matters. Lives are busy and it's hard to make face to face/pop events (although the value of these for contentious issues and our aging low tech community are important) |
| Have a quick link etc on website that clearly shows residents when, what type of development and how long an exhibition period or feedback is open for DA's |
| I think council should liaise with community, many people have some very practical ideas and solutions to problems in the community. |
| It is It is good to have a Council rep attend Community Health Committee Meetings. |
| I would like to see council use a different product for weeds etc rather than roundup |
| The question above that I answered YouTube did not offer me a NO response so I had to answer something to get past that question. So disregard that youtube response |
| Record & publish Open/Public Forum speakers from the community as part of Council meetings |
| I would like to contact MCC with genuine complaints and with photos and not be fobbed off like an idiot. Get your employees drug and alcohol tested!! |

Appendix D – Submissions

From: haveyoursay@midcoast.nsw.gov.au
Sent: Tuesday, 25 October 2022 1:41 PM
To: MidCoast Council
Subject: Make an online submission - Draft Community Engagement Strategy Form Submission

Categories: Blue Category

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.



Make an online submission - Draft Community Engagement Strategy Form Submission

There has been a submission of the form Make an online submission - Draft Community Engagement Strategy through your Have Your Say website.

First Name

Last Name

Your email address

Your best contact phone number

Suburb



Postcode



Please provide your submission here and/or upload your supporting documents below.

An excellent thorough document. I would recommend when creating an E-Version of this document that it is similar to "e-newsletters", whereby the key points are listed and include a concise & clear summary. The reader can then click on that section if they wish to read that topic in more detail.

To view all of this form's submissions, visit

https://haveyoursay.midcoast.nsw.gov.au/index.php/dashboard/reports/forms_new/data/172

This is not SPAM. You are receiving this message because you have submitted feedback or signed up to Have Your Say.

Email secured by Check Point

From: haveyoursay@midcoast.nsw.gov.au
Sent: Friday, 28 October 2022 5:58 PM
To: MidCoast Council
Subject: Draft Community Engagement Strategy Form Submission - [REDACTED]

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Make an online submission - Draft Community Engagement Strategy Form Submission

There has been a submission of the form Make an online submission - Draft Community Engagement Strategy through your Have Your Say website.

First Name

Last Name

Your email address

Your best contact phone number

Suburb

Postcode

Please provide your submission here and/or upload your supporting documents below.

Extremely well written document - with respect few would read only those who work for council. What is the point? Our rates should be used for more appropriate things such as the roads and infrastructure.

Community engagement is poor. Even when the council tries to engage with the community the current councilors either blame the previous council or do not speak.

What needs to occur is to educate people on how to lobby council in a lawful manner by writing to council.

To view all of this form's submissions, visit

https://haveyoursay.midcoast.nsw.gov.au/index.php/dashboard/reports/forms_new/data/172

This is not SPAM. You are receiving this message because you have submitted feedback or signed up to Have Your Say.

Email secured by Check Point

From: [REDACTED]
Sent: Thu, 10 Nov 2022 10:40:39 +1100
To: "MidCoast Council" <council@MidCoast.nsw.gov.au>
Subject: Submission re Draft Community Engagement Strateg [REDACTED]

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

We welcome this draft document and recognise MCC's work in improving its efforts in community engagement. We have seen a 'lifting of its game' on council's behalf through media coverage / advertising, and specific events to participate in especially in the last 12 months or so. We look forward to the strategy's effective implementation. There is a great deal to do as the 32 page document highlights.

We do raise the following points:

1. p.7 understanding our community & our region - the 'snapshot' reveals that 50+% of the population is over 50. Does more consideration need to be given to this when exploring the strategy?
 2. Even though MCC may have already done a good deal to get a range and breadth of community opinion we wonder how this adequately reflects avoiding the representations of not just vested interests. For instance, on p.12, reference is made to "543 completed the survey". This is a very small number when we consider the total population of the area. On p.16 which references "challenges & barriers", this is surely one of them, ie., getting an adequate statistically significant community input. Recently, we attended the Taree Community Conversation (3.11.22). Of the approximate 30 people in the room, 20 or so were 'community' and the others councillors or council employees. The interests represented were fairly narrow and a few came with too many questions representing specific interests. (What are participation rates like in others held already?)
 3. Re mandatory exhibition time frames - on p.22 the only item which does not get 25 days is the DA. It gets only 14 days, yet this may well be an area where the immediate community adjacent to it has some important input but gets less time to conceive of, put together and present its views in a submission. Why can't there be consistency? 25 for all. Appendix A (don't know why its itemised as such, only one appendix?) on p.2 highlights the significant aspects which the community may need to engage with re DAs and submissions about them.
- Ref p.27 'closing the loop' - as it applies to DAs, how does the community know that its contribution has counted? Has it really counted?
4. p.23 'our responsibilities' - do councillors need to be required to respond to community questions addressed to them by whatever means within a certain time frame? We have had very mixed results when asking questions of councillors. Some

have responded quickly with varying degrees of response. Others have just totally ignored us.

In general, we'd like to see more community updates where MCC staff present on the 'state of play'. This is particularly important re financial situations, progress on achieving operational plans and future directions. For example, those given prior to the last local government election were very informative.

We look forward to MCC's development and implementation of the community strategy.



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From: [REDACTED]
Sent: Mon, 14 Nov 2022 06:32:58 +1100
To: "MidCoast Council" <council@MidCoast.nsw.gov.au>
Subject: Community Engagement Strategy Submission
Attachments: MCC community engement strategy submission. Nov 22.doc

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Security Notice: The attachments in this email were secured by a Check Point SandBlast.
The original attachments were not modified.

Hi Attached is my submission dated Nov 2022

[REDACTED]

Email secured by Check Point

MidCoast Council (MCC) Community Engagement Strategy (CES) - November 2022

Introduction

12/05/2016

I was so looking forward to receiving the CES as I was expecting it to address the previous shortfalls in MCC public engagement.

Apology and Comment

Length and why mine have got longer. Except for Financial submissions where I just let Council know they should be getting more and it is up to the staff to do. More answers that is. If I wrote all it would have been enormous not just long. As raised previously the officers report need to be clearer. Often raises questions, hence why my submission is made longer by posing these questions. I do agree that some submissions from me were getting to the point of being long. There is a reason as when so many things are wrong it will take more pages. Rather than just make assertions I will try and give some background and explanation, with suggestions. Quiet happy to be corrected on issues raised. I am normally known for my brevity in report writing.

Conclusion

High level, broad look to satisfy statutory integrated planning and reporting (I.P& R),

MCC not meeting effective engagement as is demonstrated in events and action in other local government's and organisations who have achieved results,

MCC are further diminishing true grass roots action/discussion and feedback.

Over the top in bureaucracy,

Pure frustration with a lot of officers reports presented and with the ones seeking submissions,

Pure frustration as not receiving answers to questions,

Discussion

Extract

"will be replaced by a consolidated Community Engagement Strategy and a community engagement charter....." Not sure why, what, when, how, etc

Action

We are more interested in what MCC are actually doing or operating. The involvement of the grass roots has been decimated. MCC set up structure(s) that remove councillors and staff from a normal people chat.

Submissions are an integral part of the community engagement.. A number of previous submissions from the punters have resulted in no substantive changes. Some only a few words changed. Sorry not convinced. Extract 27/7/22 Council meet part of item 14.4 *"We know our community wants to be more involved in decision making and that you want to be informed about what we do and how it impacts on you."*

We want to improve how we connect with you, and make sure we do it in a way that works for you. It's also important to us that the community has confidence we are taking your views into account in our decision making".

I am curious about some decisions being taken prior to the close of CES. That is Councils prerogative.

"Internal" committees were voted on for continuation or to end. The Strategic Committee Meeting of 9 March 2022 dealt with this matter. The data on MCC webthing sates that only the ECONOMIC DEVELOPMENT STEERING COMMITTEE has had an initial meeting with the stated person on committee due to positions held designated in the rules. The MCC web does not show any other "internal" committees meeting amongst the public. For such vital channels of communication I find this staggering. I am aware of the bureaucratic and elongated HR process undertaken. I do not find this an to be an except able excuse. They could have gathered alongside

Submission 4

Councillors and got on with this important business of advising and channelling the community feel or consider stuff like disaster recovery. As importantly the members on these committees would have been able to come along for the journey with the proposed changes to the committee rules. We have missed out on nearly 10 months of vital community consultation. Does MCC have a valid reason for this extended delay?. Section 355 committee, we have 2 Showground Plans of Management with no feed in by the S355. Only a vague reference to a "focus" group. I will stand correct if it is not the case. In a number of jurisdictions the accounting is based on the particular S335 fund. Is it necessary in NSW? Is this being done at MCC? To clarify it is Income and expenditure of that S355.

Opinion on Community Conversation varies from your poll and the straw poll. Most common comment, that it is just the old information session rejigged. Also the damage has been done in the last term of council and people have said to me I will not be attending Council roadshows because last time "they" took no notice. Interesting situation with the scheduling of these CC.

Appears that there is concern about the upkeep of a number of MCC assets. More and more a bureaucratic process than actually getting things done. The cost as reported in the finance's show a blow out in the admin costs but we are told there is limited funds in the budget to do proper asset management. Added to this plight is that a number (if any) of section 355 committees have failed to meet. These are a vital bridge between the users of an asset through to Council. If they have proper meets then the strategy, asset state, and future capital requirements plus current maintenance can be covered. Why create another level of temporary information down flow. Much more effective grass roots involvement. Eg Nabiac Village Future Group.

The Southern Area Reference Group already exists and has held meetings. The report to council ignored this and talked about setting up 2 new Reference groups one South and one South West. This was as a result of a "desire" that was not fully explained in the report of 9 March 2022. Again a decision taken in front of the CES. I await this report and will make further submission then, on that specific topic.

Bulahdelah Highway Service Centre Planning Agreement Reference Group. Councillors were appointed to this group on 9 March 2022. The community members of this group were basically retained and rolled over (subject to people still being able to continue). They could have had, at least a meeting with the new Councillors nominated being present. This was dictated to MCC by Planning Panel.

Survey results. Some 48% people like to attend popups. Great but how effective and useful did the people report. 39% like to attend meetings. We are not told what type of meeting (the number at a Council meeting is not that big). Interesting psychology in operation here. 34% like to phone in. I missed the number that are happy to email in. Some would like to do a combination. I will deal with the email and phone contact as stipulated by MCC. Both are severally flawed. The good news for me is I am not the only one to have this experience. I have included in another submission that a phone call was made on 2/8/22 and not returned. The deadline loomed and I was forced to lodge in a hurry a late limited submission. Even though mentioned in submission still no communication from the officer(s) in now November 2022.

"External Committees" The resolution at Council meet of 23 March 2022 is largely being ignored. All Minutes from these meetings up to today's date need to now be lodged. ie catch up! Gives the public some idea of activities that will effect us.

As always I am available to discuss local government matters.

13/11/22