

Governance Rules 2021 review

Community Engagement Summary



May 2021

Bayside City Council
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1 Background

This document provides a summary of community and stakeholder feedback on proposed changes to Bayside City Council's Governance Rules 2020.

In August 2020, Bayside's 2016–20 Council adopted Governance Rules as required by the *Local Government Act 2020*. Section 60 of the Act outlines what is required within the Governance Rules, which are intended to describe and inform the way Council conducts its meetings and makes decisions. The Governance Rules replaced Council's Local Law No:1 – 2013 (Governance Local Law).

At the time of adoption, Council resolved that (its Governance Rules)... *will be reviewed by Council within 12 months of a general election; and at such times as Council, in its absolute discretion, determines.*

The 2021 review of the Governance Rules 2020 was designed to seek the views of the community and provide the newly elected 2020–24 Council with an opportunity to refine and enhance the existing Governance Rules.

Two key changes regarding Council meeting procedures were proposed as part of the 2021 review:

- **Individual presentations** (Sections 59 to 63) become written statements to be submitted by 9am the day before the relevant meeting, instead of speakers attending Council meetings. Section 62 of the Governance Rules 2020 provides that members of the public, where permitted, be afforded up to two minutes (with no extension to be granted) and no limit on the number of speakers per item, to speak in response to reports on the meeting agenda. Under the former Governance Local Law, speakers could address Council for up to three minutes. Since the Governance Rules 2020 were adopted in August 2020, this provision has not been tested because of temporary COVID-safe meeting procedures that allow for written statements only.
- **Public questions** (Section 57) to be submitted by 9am the day before the relevant meeting (instead of 11am). This change would only be made if written statements were introduced (Sections 59 to 63). This change is proposed to standardise deadlines and avoid confusion.

Community engagement on the proposed changes was undertaken from 22 April until 19 May 2021 (inclusive), with 125 contributions. Most survey participants (57%) strongly opposed the proposal that speakers would not be permitted to address Council meetings in respect to agenda items. More than one third of survey participants (37%) wanted a choice of presentation formats, with written statements to continue provided individuals also had an option to speak directly to Council. Only four responses (4%) supported the proposed change to written statements only. All responses received by email (5) opposed a permanent switch to written statements only and requested an option to allow some speakers – noting that capping numbers may be required.

Next steps

Community feedback will be considered and alternative options explored before revised recommendations are presented to Council. Council will consider adopting revised Governance Rules and this report on community engagement at its 15 June 2021 meeting.

2 Definitions and scope

Engagement was conducted to understand community support for proposed changes to the Governance Rules 2020, and how it defines how Council will conduct its meetings.

The table below informed the engagement scope and was published as part of the Engagement Plan overview on Have Your Say project webpages (appendix 2).

Table 1: Scope of influence

Negotiables	<p>Governance Rules 2020, with particular reference to:</p> <ul style="list-style-type: none"> Sections 59 to 63 Individual Presentations (members of the public) Proposal that speakers are not permitted and written statements are the permitted format for submissions to Council. If this change was adopted, Section 58 – Petitions and Joint Letters would also be amended to reflect that written statements are the permitted method for members of the public to address a report that may later arise as a result of a petition Section 57 Public Question Time Minor change proposed relating to deadline for submission of public questions (9am instead of 11am on the day before the relevant meeting) Any aspect of the existing meeting procedures
Non-negotiables	<ul style="list-style-type: none"> Local Government Act 2020 requirement for Council to adopt and apply Governance Rules Council resolution to review its Governance Rules within 12 months of a general election

Table 2 lists a generalised understanding of the community members and stakeholders identified as having an interest to be considered in this consultation. This information is used to understand the types of tools and techniques that will achieve the strongest and most effective outcomes for engagement and communication.

Impact: What level of change the stakeholder / community segment may experience as a result of the project / matter

Interest: What level of interest has been expressed or is anticipated

Influence: Reference to the IAP2 Spectrum of Public Participation

Table 2: Community and stakeholder assessment

Stakeholder / community	Impact	Interest	Influence
Individuals with interest in specific Council agenda items/decisions	M	M	Consult
Individuals with broad interests in the business of Council and governance	H	H	Consult
Individuals with interest in a Council agenda item(s) who are uncomfortable speaking in a public setting	H	L	Consult

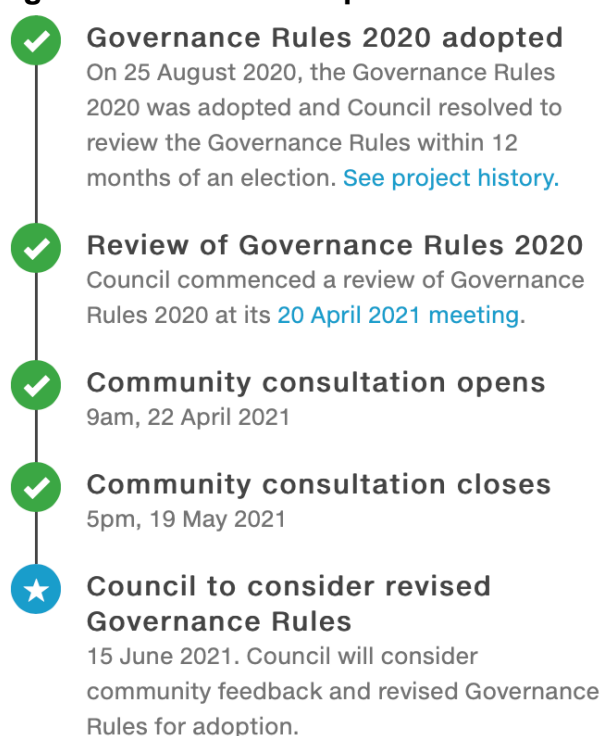
Previous speakers at Council meetings	H	H	Consult
Planning and Amenity Permit Applicants (supporters and objectors)	M	M	Consult
Community groups/associations/organisations	H	M	Consult
General Bayside community	L	L	Consult

3 Consultation process

3.1 Consultation purpose

The purpose of the engagement process was to seek community feedback on the Governance Rules 2020, particularly in regard to proposed changes to meeting procedures and individual presentations to Council. Feedback would inform revised proposed Governance Rules to be considered by Council in June 2021.

Figure 1: Timeline and phases for Governance Rules review 2021



3.2 Consultation methodology

The engagement process was open to all Bayside community members, which includes those who live, work, study or visit the municipality.

The engagement plan for the project considered the project's complexity, the level of change/impact, and reputational risks. It was assessed as a high priority project.

The following engagement activities were undertaken:

- Project information through Council's *Have Your Say* digital engagement website, including opportunity to ask questions and provide feedback
- Phone, post and email correspondence to Governance office.
- Printed survey and consultation materials available on request.

Table 3: Engagement activities undertaken for Governance Rules consultation

Details	Activity
22 April – 19 May 2021 121 contributions (105 surveys, 16 questions) 112 contributors 20 project followers	Online engagement website Have Your Say Project information on proposed changes to the Governance Rules (1,465 visits, 1,068 visitors) Short survey seeking feedback on proposed changes, and gathering data on methods of participation with Council meetings (189 visits, 154 visitors, 105 participants) Engagement plan overview subpage (11 views, 9 visitors) Question and answer forum (16 questions – one related to another project)
22 April – 19 May 2021 5 emails	Correspondence with Governance office and Councillors Five written statements received via email, including one from an individual community member and four from stakeholder groups: Spokespersons for: Voices of Goldstein, Marine Care Ricketts Point, Beaumaris Conservation Society, Bayside Climate Crisis Action Group.

3.2.1 Communications

The engagement was promoted via the following communications channels:

- Email notification to Have Your Say members
- Council's website and e-newsletter *This Week in Bayside*
- Social media, especially sponsored posts to increase audience reach

It is estimated that Communications via Council channels reached more than 17,500 community members. These communications were also shared by residents in public social media groups, further expanding this reach by potentially >22,000.

Table 4: Communication tools and reach (results at 11.59pm, 19 May 2021)

Details	Activity
Have Your Say engagement website 1,886 views 1,497 visits 1,076 visitors	yoursay.bayside.vic.gov.au/governance-rules-review <ul style="list-style-type: none"> • Main project page 1,476 visits, 1,073 visitors • Survey subpage 196 visits, 159 visitors • Engagement plan overview subpage 11 visits, 9 visitors
Council website	News item: <u>Governance Rules review for new Council</u> Page views 412, time on page 45 seconds
Email 10,468 recipients	This Week in Bayside 22 April 2021 – news story 8,149 recipients; 2,933 opens (36%); 175 clicks 29 April 2021 – engagement promo 8,178 recipients; 3,282 opens (40%); 27 clicks 6 May 2021 – engagement promo 8,210 recipients; 3,137 opens (38%); 15 clicks 13 May 2021 – engagement promo

	8,224 recipients; 3,209 opens (39%); 11 clicks
	Have Your Say engagement website subscribers Subscriber list: Council budget and strategic plans 2,234 recipients; 1045 opens (46.8%); 181 clicks (8.1%) Subscriber list: Governance Rules 2020 consultation 10 project subscribers, 7 opens (70%), 3 clicks (30%)
Social media Council channels 7,075 reach	Facebook post promoting consultation (organic) Posted 28 April 2021 1,852 reach, 7 comments, 10 reactions, 2 shares Facebook post promoting consultation (paid advertising) Posted 28 April – 12 May 2021 1,852 reach, 7 comments, 10 reactions, 2 shares 5,635 reach, 20,121 impressions, 725 link clicks, 9.5% engagement rate
Social media (Facebook) Community accounts >22,000 potential reach	Bayside Community Hub (22,000 members) Posted 22 April 2021 by community member Posted 28 April 2021 by Bayside City Council Bayside Community Equal Opportunity Hub (2,600 members) Posted 22 April 2021 by community member Sandringham VIC (2,700 members) Posted 22 April 2021 by community member

Media coverage

There was one mention of the Governance Rules consultation in the media. On 22 April 2021 (the first day of engagement) the Herald Sun published an online story, *Bayside Council flags plan to stop people from speaking at meetings*. This article contained an image of the netball-related protest outside Council Chambers at the 20 April 2021 meeting. The article linked to Council's Have Your Say engagement website, and a response (Media Statement) was provided to the Herald Sun.

4 Participant profile

There were 125 contributions that directly responded to proposed changes to the Governance Rules, received via a number of methods:

- 105 surveys completed via Have Your Say
- 5 written submissions via email (1 from an individual, 4 from stakeholder groups)
- 16 questions submitted to the Q&A forum on Have Your Say. One question did not relate to the Governance Rules and is excluded from this report.

Participant profile data was recorded in survey responses (84% of submissions) and shown in the table below. Demographic details were not recorded in written submissions received directly via email or through the Q&A forum.

Of the online survey respondents, many were aged between 40 and 70 (81, 77%) and female (61, 58%). All Bayside suburbs were represented; however, Sandringham (36, 34%) was three times over-represented in comparison to the

Bayside population profile (10.5%). This is likely linked to some opposition to the proposed Bayside Netball Centre in Holloway Road, Sandringham, as this project was also referenced in survey feedback.

Steps to ensure participants were part of Bayside' municipal community include geographic restrictions on sponsored social media posts.

Table 5: Age, gender and suburb of participants and population profile

	Demographic	Bayside 2016 Census	Participants (%)
Gender	Male	47.6%	34 (32%)
	Female	52.4%	61 (58%)
	Unknown	-	4 (4%)
	Non-binary	-	1 (1%)
	Prefer not to say	-	5 (5%)
Age	15-24	11.5%	1 (1%)
	25-39	13.6%	7 (7%)
	40-49	16%	28 (27%)
	50-59	14.4%	30 (29%)
	60-69	11.5%	23 (22%)
	70-84	9.9%	12 (11%)
	85+	3.7%	0 (0%)
	Undisclosed	-	4 (4%)
Suburb	Beaumaris	13.5%	18 (17%)
	Black Rock	6.5%	10 (10%)
	Brighton	24.1%	11 (10%)
	Brighton East	15.9%	5 (5%)
	Cheltenham	3.7%	2 (2%)
	Hampton	13.6%	10 (10%)
	Hampton East	5.0%	3 (3%)
	Highett	7.2%	5 (5%)
	Sandringham	10.5%	36 (34%)
	Outside Bayside		0 (0%)
	Did not respond	-	5 (5%)

5 Consultation findings

The following section summarises the key themes apparent in community feedback on proposed changes to the Governance Rules. In the interest of privacy, individual quotes have not been included within this public document. Themes apparent in the feedback are generally presented as statements in the tables. The statements represent a blending or synthesis of the verbatim responses. Where a topic or theme had more than one mention, the number of mentions is specified in brackets.

5.1 Support for actions

Most survey participants (57%) strongly opposed the proposal that speakers would not be permitted to address Council meetings in respect to agenda items. More than one third of participants (37%) wanted a choice of presentation formats, with written statements to continue provided individuals also had an option to speak directly to Council at its meetings. Four responses (4%) supported the proposed change to written statements only. All five submissions provided by email opposed not permitting speakers at Council meetings and requested an option to allow some speakers – noting that capping numbers may be required – or holding dedicated meetings for items of significant public interest.

5.2 Survey feedback on Governance Rules (proposed 2021 amendments)

Survey participants were asked to provide written feedback on the Governance Rules 2020 (Proposed 2021 Amendments), quoting the section number their comments referred to. Feedback was analysed for sentiment, with 57% of responses strongly negative, 35% mixed, 4% positive and 4% neutral.

Responses categorised as ‘negative’ (60, 57%), expressed strong opposition to the proposal that requests to be heard are only permitted as written statements and/or that the proposed changes were undemocratic. There was also concern that written statements could not convey the same emotion as verbal in-person presentations, and that written statements could be misinterpreted or were not read by Councillors.

‘Positive’ responses (4, 4%) agreed with the proposed amendments.

Responses categorised as ‘mixed’ (37, 35%) wanted a choice of formats, so written statements would continue to be permitted and individuals could also choose to speak at a Council meeting in support of their statement.

‘Neutral’ responses (4, 4%) did not express an opinion (for example only quoting the section number but not providing feedback) and one contained a request that late submissions be considered for a future meeting.

Figure 2: Survey response sentiment



Comments provided by 105 survey participants contained a range of specific concerns or benefits regarding the proposed changes:

Table 6: Themes in survey responses on proposed Governance Rules changes

Sentiment	Community feedback theme* (number of mentions)
Negative (opposed)	Continue to allow speakers (61) Proposed change is undemocratic (28) Speakers can express emotion more than written statements (18) Councillors don't/can't read all information (17) Feels that Council isn't listening (10) Written statements disadvantage CALD / illiterate communities (10) Council meetings must be a public forum (9) Low confidence in Council (8) Proposal to silence ratepayers (7) Verbal statements provide opportunity for discussion (6) Council needs to engage directly with community (5) Written statements can be misinterpreted (4) Resident has a right to address decision makers (4) Concerned Council will not be transparent (4) Restriction of freedom of speech (3) Councillors must respond in real time (2) Breach of the Victorian Equal Opportunity and Human Rights Commission's Charter (2) Trial the 2-minute speaking time first (1) Speaking time has already been reduced (1) Return speaking time to 3 minutes (1) Having only speakers limits submission numbers (1) Governance Rules proposal should be sent with rates notice with 12 months to respond (1) Written statements can be from vested interest groups; non-residents (1) Submission deadline must be after Council office opens (1)
Mixed	Allow choice of formats (37) Cap number of speakers (9) Publish all written statements (3) Meetings must be inclusive (2) Publish meeting agenda earlier (2) Engage with community in multi-media formats (1) Allow questions to be submitted during meeting (1) Written statements can encourage broader engagement (1)
Positive (supportive)	Agree with amendments (3) Written statements must be from ratepayers to remove interest groups (1) Written statements save time (1) Written statements prevent bullying from community (1) Written statements allow time for considered response (1)
Neutral	No detail provided (3) Request that late submissions be considered at a future meeting (1)

* Some responses referenced more than one theme

5.2.1 Individual contributions to Council meetings

Survey participants were asked a series of questions relating to their experience participating as a speaker or contributing written statements to Council meetings. Most participants had experience of contributing either a verbal (43) and/or written (62) statement(s) to Council meetings. Thirty-one survey participants (29.5%) had not submitted any format of statement (written or verbal) to a Council meeting before.

Speakers at Council meetings

When asked 'Have you spoken at a Council meeting before?', most respondents (58, 56%) selected 'no'; 43 (42%) selected yes; two responded 'I'm not sure' and two did not answer the question.

Those who indicated they had spoken at a Council meeting before were asked how many times. The most frequent response to this question was between two and five times (19, 45%), followed by once (15, 36%). Three respondents (7%) had spoken at Council meetings between six and nine times, and five respondents (12%) had spoken at a Council meeting more than 10 times.

Written statements

Section 62 of the Governance Rules 2020 provides that members of the public can speak for up to two minutes at a Council meeting in response to reports on a meeting agenda. However, temporary meeting procedures in place since March 2020 due to COVID restrictions allowed for written statements only.

Survey participants were asked if they had submitted a written statement to a Council meeting before with 103 (98%) responses provided. A majority (62, 60%) selected 'yes'; 40 (39%) selected 'no' and one participant said they weren't sure.

Participants who responded they had previously submitted a written statement (62) were further asked if they would have preferred to have spoken in person at the Council meeting instead. The majority (50, 79%) said 'yes'; only two (3%) said 'no'. Others (18, 29%) responded they weren't sure or provided comments, which are summarised in the table below.

Table 7: Summary of comments from participants who have submitted a written statement on whether they would have preferred to speak instead

Community feedback (number of mentions)

Depends on the situation or subject matter (5)
I would have preferred to make a written statement *and* speak (4)
I felt my statement was not read (2)
A group representative spoke on my behalf, otherwise I would have spoken
Shouldn't be an either/or – written statements supplemented by spoken key points
Depends on my availability
Genuine concern may best be expressed in person
Councillors' response more clearly observed when face to face
Both spoken and written statements should be available to the community
Purpose of local Councils is to hear and represent local community face to face
There should be choice

5.2.2 Improvements to the written submission process

The proposal to switch the format of individual presentations to Council meetings from verbal to written statements was based on the success of the temporary written statement arrangements in place since March 2020. Since written statements were introduced, there has been a 155% increase in engagement with Council meetings. Some Councillors have also provided feedback that written statements provide time for consideration and can be referred back to, if needed, during a meeting.

To enhance the written statement submission process should this format become permanent, survey participants were asked what Council could do to improve the online submission process, with 86 responses (82%) provided. Ideas presented as options by Council were generally supported, as shown below:

- Publish the meeting agenda earlier (60, 70%)
- Include a consent checkbox so Councillors can contact you if they need more information (60, 70%)
- Identify authorised group or organisation representatives (44, 51%)
- Other (29, 34%) – comments summarised in table below

Table 8: Summary of comments on ways to improve the submission process
Community feedback (number of mentions)

Ensure a verbal submission process remains along with the written (4)
Acknowledgement by each Councillor that they have read your statement (4)
Provide verifiable proof that all Councillors and Officers have read submissions.
Act on the written statements; Council just wants to look like they are taking views into account
Accept handwritten or typed submissions; not everyone has computer access
Publish all the written submissions for the community to view
Continue with face-to-face dialog; Councillor need to see the emotion
Have fewer items scheduled for one meeting; the amount of pre-reading is enormous!
Don't switch to written submissions
Fix your web forms so they don't break on submission
Give people to option to speak themselves at the hearing
Group submissions according to main points
Guarantee written submissions are raised at the Council meeting
How do we know Councillors have read the submission? Officers seem to be in control
Identify submissions from interest groups
If speaking on behalf of a community organisation, do not read out or publish personal name
Include consent box so relevant Council staff member can seek clarification or suggest improvement
Individual voices are as important as those that have joined together
Democracy is the right for your voice to be heard
Doesn't matter, decisions are already made
Make it straight forward, simpler to respond to the issue (click boxes)
Do not to rely on written submissions alone; speaking is very important
Provide a postage paid address
Stop giving "political answers"; represent residents by taking actions in accordance with their concerns

6 Project Evaluation

6.1.1 Engagement

Stakeholder reach targets were achieved:

- Participation spread across the municipality (all age groups, genders and suburbs represented)
- Previous Council meeting speakers/written statement submitters and stakeholder community groups provided feedback
- 50% of existing project subscribers from the August 2020 Governance Rules consultation return to view the 2021 consultation materials (exceeded, 70%)

Based on the results of the Governance Rules community consultation in August 2020, it was proposed that the engagement activities would attract at least:

- 750 visitors to the Have Your Say project webpages (exceeded, 1,076)
- 20 contributions via the Have Your Say online survey (exceeded, 105)
- 15 'subscribers' to follow the project and receive updates (exceeded, 20)

In conversion goals for Have Your Say webpages were that:

- 20% of visits would last at least one active minute (exceeded, 25%)
- 10% of visits would have at least two actions performed, such as moving around the project page or clicking on links (exceeded, 14%)
- 2% of visits would have at least one contribution made (exceeded, 8%)

Survey participants were satisfied with the consultation process and materials, with 80% selecting they had the required information to participate and it was very or mostly easy to find/understand. There was no correspondence of speakers of complaint regarding the engagement process.

6.1.2 Communications

It was proposed that the communication activities would reach at least:

- 7,000 community members (exceeded, 17,500)
- 200 clicks of news articles (exceeded, 412)
- Social media reach of 7,000 with 10,000 impressions (exceeded, 20,121 impressions and 7,075 reach)
- All correspondence and submissions were via selected Council channels.

7 Appendix

7.1.1 Have Your Say online survey

Your feedback

Please provide your feedback on the Governance Rules 2020 (Proposed 2021 Amendments), quoting the section number your comments refer to. (Required)

Participation

This section contains optional questions to help us understand how you have previously engaged with Council meetings and if you had the information you needed to provide feedback on the Governance Rules.

Have you spoken at a Council meeting before?

- ☐ Yes
- ☐ No
- ☐ I'm not sure

How many times have you spoken at a Council meeting?

- ☐ 1
- ☐ 2-5
- ☐ 6-9
- ☐ 10+

Have you submitted a written statement to a Council meeting before?

- ☐ Yes
- ☐ No
- ☐ I'm not sure

Would you have preferred to have spoken in person at a Council meeting instead of providing your written statement?

- ☐ Yes
- ☐ No
- ☐ I'm not sure
- ☐ Optional comment:

What could we do to improve the written submission process?

- ☐ Submissions are made via a form on Council's website. Please select as many as apply.
- ☐ Publish the meeting agenda earlier
- ☐ Include a consent checkbox so Councillors can contact you if they need more information
- ☐ Identify authorised group or organisation representatives (president, principal, secretary etc)
- ☐ Other:

Did you have the right information to provide your feedback on the Governance Rules?

- ☐ Information was very easy to find/understand
- ☐ Information was mostly easy to find/understand
- ☐ Information was mostly hard to find/understand
- ☐ Information was very hard to find/understand

About you

This section contains questions to help us understand the sections of our community that have provided feedback. The information you provide is confidential and non-identifiable.

Age Group
Gender
Suburb

Anonymous or postal submission

If you would like to make a submission by post or anonymously you may contact the project officer directly through their contact details above or send a submission marked 'Governance Rules review 2021' by post to:

Governance Manager
Bayside City Council
PO Box 27
Sandringham VIC 3191

7.1.2 Community Engagement Plan Overview Have Your Say project subpage

Project objective

The 2021 review of the Governance Rules 2020 will seek the views of the community and provide the newly elected 2020–24 Council an opportunity to refine and enhance the existing Governance Rules.

Project impacts

Council resolved when the Governance Rules 2020 were adopted on 25 August 2020 to review the Governance Rules within 12 months of an election. The 2020-24 Council was elected in November 2020.

Two changes are proposed as part of this review, both regarding 'Chapter 2 – Meeting Procedure for Council Meetings':

- 1) Individual presentations (sections 59 to 63) become written statements to be submitted by 9am the day before the relevant meeting, instead of speakers attending Council meetings.
- 2) Public questions (Section 57) must be submitted by 9am the day before the relevant meeting (instead of 11am).

If the proposed change to Individual Presentations was adopted, requests to be heard in person would not be permitted.

The change in statement format from verbal to written is being considered to:

- encourage fairness and participation, demonstrated by a 155% increase in community engagement with Council meetings since written statements were introduced in March 2020 due to COVID restrictions
- provide more consideration time for Councillors before making decisions
- keep meetings to a reasonable duration
- improve transparency by publishing statement content instead of speaker names only.

What information do we need from the community?

We are seeking community feedback on the Governance Rules 2020, particularly in regard to proposed changes to meeting procedures and individual presentations to Council.

What can the community influence?

Governance Rules 2020, with particular reference to:

- **Sections 59 to 63 Individual Presentations (members of the public)**
Proposal that speakers are not permitted and written statements are the permitted format for submissions to Council. If this change was adopted,

Section 58 – Petitions and Joint Letters would also be amended to reflect that written statements are the permitted method for members of the public to address a report that may later arise as a result of a petition

- **Section 57 Public Question Time**
Minor change proposed relating to deadline for submission of public questions (9am instead of 11am on the day before the relevant meeting)
- **Any aspect of the existing Meeting procedures**

What can't the community influence?

- Local Government Act 2020 requirement for Council to adopt and apply Governance Rules
- Council resolution to review its Governance Rules within 12 months of a general election.

Stakeholders and community

This stakeholder assessment is a generalised understanding of sections of the community that have a connection to the project or matter. This information is used to understand the types of tools and techniques that will achieve the strongest and most effective outcomes for engagement and communication.

Impact: What level of change the stakeholder / community segment may experience as a result of the project / matter

Interest: What level of interest has been expressed or is anticipated

Influence: Reference to the [IAP2 Spectrum](#)

Stakeholder / community	Impact	Interest	Influence
Individuals with interest in specific Council agenda items/decisions	M	M	Consult
Individuals with broad interests in the business of Council and governance	H	H	Consult
Individuals with interest in a Council agenda item(s) who are uncomfortable speaking in a public setting	H	L	Consult
Previous speakers at Council meetings	H	H	Consult
Planning and Amenity Permit Applicants (supporters and objectors)	M	M	Consult
Community groups/associations/organisations	H	M	Consult
General Bayside community	L	L	Consult

Selected tools and techniques

The tools and techniques selected for this project are informed by the project content, stakeholders and type of feedback sought.

Key tools for communicating the project

- Email notification to Have Your Say members
- Council's website and e-newsletter *This Week in Bayside*
- Social media, especially sponsored posts to increase audience reach
- Direct emails and/or addressed mail to key stakeholder groups

Key methods for gathering feedback

- Online engagement through Have Your Say, including opportunity to ask questions, as well as provide feedback
- Phone, post, and email correspondence to Governance office.
- Printed survey and consultation materials available on request.

Project timelines**Decision-making process**

It is expected that Council will consider the results of the community engagement program and revised Governance Rules 2020 at 6:30pm on 15 June 2021 at the Council Meeting. The agenda, including the community engagement report and (revised) proposed Governance Rules 2020, will be published on 10 June 2021 via Council's website. Project subscribers will also be notified of the results of the engagement program and the proposed Governance Rules 2020 (2021 review) at this time.

The 15 June 2021 Meeting of Council will be live-streamed via Council's website. Community members can also ask a question or request to be heard at this meeting.

More information

If you would like more information, please contact Terry Callant, Governance Manager, on 9599 4327 or tcallant@bayside.vic.gov.au