



# KNOX CITY COUNCIL AGENDA

## STRATEGIC PLANNING COMMITTEE

Meeting of the  
Strategic Planning Committee of Council

To be held at the Civic Centre,  
511 Burwood Highway, Wantirna South  
on Tuesday 14 June 2016 at 7.00pm

Under Section 89 of the Local Government Act 1989, Council may resolve that the Meeting be closed to members of the public if the Meeting is discussing any of the following issues Personnel Matters, Personal Hardship of any resident or ratepayer, Industrial Matters, Contractual Matters, Proposed Developments, Legal Advice, Matters affecting security of Council property, any other matter which the Council or Special Committee considers would prejudice the Council or any person

### **APOLOGIES**

### **DECLARATIONS OF CONFLICT OF INTEREST**

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Kerry Stubbings  
Acting Chief Executive Officer

**ALL WARDS****1. CONFIDENTIAL INFORMATION REGISTER**

**SUMMARY:** *Manager – Governance and Innovation  
(Fleur Cousins)*

*This report seeks a Council resolution to declare information confidential in accordance with the requirements of section 77(2)(b) of the Local Government Act 1989.*

**RECOMMENDATION**

That Council, in accordance with section 77(2)(b) of the Local Government Act 1989,

1. Declare the information referred to in Confidential Appendix A as confidential information on the grounds as specified in the attachment.
2. Declare Confidential Appendix A as confidential information in accordance with the grounds specified in section 89(2)(h) of the Local Government Act 1989, as a matter which the Council considers would prejudice the Council or any person.

**1. INTRODUCTION**

Section 77(2)(c) of the Local Government Act 1989 enables the Chief Executive Officer to designate information that is confidential, specifying the relevant ground/s applying under section 89(2) of the Act. Such information is designated confidential for a period of 50 days only and requires a Council resolution in order to remain confidential in perpetuity.

**2. DISCUSSION**

The definition of 'confidential information' in section 77 of the Local Government Act is as follows:

“(2) For the purposes of this section, information is “confidential information” if-

- (a) the information was provided to the Council or a special committee in relation to a matter considered by the Council or special committee at a meeting closed to members of the public and the Council or special committee has not passed a resolution that the information is not confidential; or
- (b) the information has been designated as confidential information by a resolution of the Council or a special committee which specifies the relevant ground or grounds applying under section 89(2) and the Council or special committee has not passed a resolution that the information is not confidential; or

**1. Confidential Information Register (cont'd)**

- (c) subject to sub-section (3), the information has been designated in writing as confidential information by the Chief Executive Officer specifying the relevant ground or grounds applying under section 89(2) and the Council has not passed a resolution that the information is not confidential.
- (3) Confidential information referred to in sub-section (2)(c) ceases to be confidential at the expiry of the period of 50 days after the designation is made unless sub-section (2)(a) or (2)(b) applies to the information.”

Under section 77(3), if the Chief Executive Officer has designated in writing that the information is confidential information, the information will cease to be confidential at the expiration of 50 days after the designation was made.

A Council resolution is now required to ensure the confidential status and legislative protection of documents designated as confidential by the Chief Executive Officer in accordance with Section 77 of the Act. It is important to note, that confidential information can, by subsequent resolution of Council, become non confidential.

**3. CONSULTATION**

No consultation has occurred in relation to the preparation of this report, however, a Council resolution to declare information confidential in accordance with the requirements of section 77(2)(b) of the Local Government Act 1989 is consistent with Council's Confidential Information Policy and Procedure.

**4. ENVIRONMENTAL/AMENITY ISSUES**

There are no environmental/amenity issues associated with the preparation of this report.

**5. FINANCIAL & ECONOMIC IMPLICATIONS**

There are no financial implications associated with this report.

**6. SOCIAL IMPLICATIONS**

There are no social implications associated with this report.

**7. RELEVANCE TO CITY PLAN 2013-17 (INCORPORATING THE COUNCIL PLAN)**

This process supports the City Plan aspiration of Democratic and Engaged Communities by ensuring good governance through the application of appropriate processes and protocols to facilitate effective and democratic government.



**1. Confidential Information Register (cont'd)**

Confidential Appendix A is circulated under separate cover.

## ALL WARDS

**2. KNOX MULTICULTURAL ADVISORY COMMITTEE TERMS OF REFERENCE REVIEW 2016**

**SUMMARY:** *Multicultural Communities Officer (Suzi Hayes)*

*The role of the Knox Multicultural Advisory Committee (KMAC) is to provide advice to Council on multicultural issues and to promote greater awareness and understanding in the local community of cultural diversity in Knox. The Committee assists to monitor the implementation of the Knox City Council Multicultural Strategic Plan 2012-2017 and acts as a conduit between the Council and local multicultural populations.*

*The Terms of Reference (TOR) for the Committee sunset in June 2016. A review was conducted in accordance with the Knox City Council Committees Policy and sought input from the current KMAC Committee between April – May 2016.*

*This report outlines the review methodology and findings and seeks endorsement of the revised TOR (Appendix B). In addition this report makes recommendations to enhance KMAC. The main changes proposed for the TOR include:*

- *Modification of several key clauses in order to clarify objectives of the committee, make expectations and requirements for membership explicit and strengthen approach to meetings; and*
- *Inclusion of an additional clause on the provision of participation support for members, including interpreters and translators as required.*

**RECOMMENDATION**

**That Council approve the proposed revised Terms of Reference for the Knox Multicultural Advisory Committee as shown in Appendix B.**

**1. INTRODUCTION**

The Knox Multicultural Advisory Committee (KMAC) was established in March 2009 to provide Council with advice on multicultural issues and promote greater awareness and understanding in the local community of cultural diversity in Knox. The Committee also assists Council to monitor the implementation of the *Knox Multicultural Strategic Action Plan 2012-17*.

## 2. Knox Multicultural Advisory Committee Terms of Reference Review 2016 (cont'd)

The *Council Committees Policy 2014-2018* outlines that Advisory Committee Terms of Reference (TOR) and objectives are to be reviewed at least once in any Council term. The current KMAC TOR outlines that the Committee will sunset in June 2016 unless Council endorses its continuation for a further period. The review has now been conducted and is detailed at Appendix A. The revised TOR is attached at Appendix B. This report recommends the continuation of KMAC for a further four year period, till June 2020.

### **2. DISCUSSION**

#### **2.1 Review of Terms of Reference and Proposed Changes**

In June 2016 the KMAC Terms of Reference sunsetted. A review was conducted between April and May in consultation with the Committee and in accordance with Council's *Committees Policy 2014-2018*.

Interviews were conducted with Councillor Joe Cossari (Chair, KMAC), Councillor Peter Lockwood (Member KMAC), Manager of Community Wellbeing (Kathy Parton), the Coordinator of Community Access and Equity (Nicole Hunter), and Multicultural Communities Officer (Joan Pepi).

All interviewees were asked questions about:

- Positive aspects of KMAC, what's being done well;
- Areas in which improvements might be made, better models;
- Key clauses in the existing TOR; and
- Aspirations for review process and KMAC more broadly.

Consultation with current KMAC members was conducted via an online survey. The survey questions were:

- Why did you become a member of the KMAC?
- Describe your role as a member of the KMAC;
- Tell us how your work with KMAC benefits the community;
- Do you think that all KMAC members have an equal say at meetings?
- If no, what can we do to change this?
- Do the KMAC Terms of Reference describe the work of KMAC and its meetings clearly?; and
- Please list any ideas on how KMAC meetings could be improved.

Appendix A provides an overview of key themes from the consultation.

## **2. Knox Multicultural Advisory Committee Terms of Reference Review 2016 (cont'd)**

### **2.1.2 Key Findings**

The review determined that while there are several areas in the KMAC TOR that might be strengthened and some KMAC related procedures that might be improved, the committee is overall a sound structural mechanism to support the current objectives of the KMAC. This includes an appropriate vehicle for two-way information exchange and advice between the local multicultural community and Council.

Review discussions confirmed the ongoing importance and value of KMAC to both Council and the community. The enthusiasm of participants, growth in knowledge of multiculturalism, increased awareness of issues impacting Cultural & Linguistically Diverse (CALD) communities in Knox and positive community outcomes resulting from participation on the KMAC were all acknowledged.

Several significant areas for improvement were identified within the existing KMAC TOR, particularly related to the Objectives (clauses 2), Membership (clause 3) and Meeting Procedures (clause 5). The creation of one additional clause related to additional participation needs of members was recommended (Participation Support, clause 12). Opportunities to strengthen the existing provisions for the Chairperson (Chair, clause 6) were also highlighted.

The review identified the importance of continuous quality improvement initiatives currently underway at Council aimed at increasing knowledge, awareness and understanding within the KMAC and the local multicultural community. Two such examples are the advocacy training scheduled for KMAC members in May 2016 and the ongoing intelligence gathering via engagement with multicultural community groups in Knox.

The following section provides an overview of the specific TOR clauses that have been modified. For more information on the consultation method, framework and questions see Appendix A and for the revised TOR see Appendix B.

### **2.2 Objectives**

The Objectives have been revised to bring the Knox community into sharper focus, to reflect the 'initiative' rather than 'action' based nature of the committee, and to articulate the expectation on KMAC members to take relevant information from the Committee to their communities, and to bring relevant information from their communities to the Committee.



## 2. Knox Multicultural Advisory Committee Terms of Reference Review 2016 (cont'd)

Changes have been made to four of the existing objectives as follows:

<b><i>Current Terms of Reference</i></b>	<b><i>Proposed Terms of Reference</i></b>
Provide advice and recommendations to Council on multicultural issues;	<i>'Provide advice and recommendations to Council on multicultural issues <u>in Knox</u>;</i>
Identify issues and opportunities affecting people from multicultural backgrounds;	<i>'Identify issues and opportunities affecting people from multicultural backgrounds <u>in Knox</u>;</i>
Assist Council in the development of policy, strategies and actions in relation to issues and opportunities identified;	<i>'Assist Council in the development of policy, strategy and <u>advocacy initiatives related to the issues and opportunities identified</u>;</i> and
Assist Council with its communication, consultation and engagement with multicultural communities;	<i>'Assist Council with its communication, consultation and engagement with multicultural communities <u>through two-way information exchange, from Council to communities and from communities to Council</u>.</i>

### 2.3 Membership, period of membership and method of appointment

The review considered several features of the current membership including composition, commitment and recruitment.

#### 2.3.1 Community and professional/industry members

An additional membership provision was made for professional/industry members with connection to local multicultural communities (within the existing maximum number of four), to reflect the need for flexibility in agency representation on the Committee:

*'Up to two community agency representatives engaged with local multicultural communities from any of the following areas or sectors: welfare, health, education, housing, volunteering, community services, arts, sports or not-for-profit community groups'.*

## 2. Knox Multicultural Advisory Committee Terms of Reference Review 2016 (cont'd)

### 2.3.2 Commitment from members

Significant emphasis was placed on the commitment, criteria and selection of members throughout the review process. In order to reflect the fact that members must demonstrate certain attributes as well as make certain commitments to the Committee the subheading for this clause 'Commitment from members' was modified as follows:

<b><i>Current Terms of Reference</i></b>	<b><i>Proposed Terms of Reference</i></b>
Commitment from members	<i>'Membership Criteria and Commitment'</i>

New requirements have been developed to reflect the need for a more engaged, active and community focused membership. In addition to previously articulated expectations, KMAC members will:

- 'Demonstrate contemporary knowledge and understanding of the needs and issues affecting the multicultural community in and beyond Knox';
- 'Have direct links with local multicultural communities';
- 'Provide bimonthly reports on multicultural community related activities (Professional/agency representatives)';
- 'Have the ability to look beyond personal experience and investments for the benefit of the local and wider community';
- 'Be endorsed by their own organisation or community';
- 'Participate in relevant training and development opportunities as required';
- 'Respond to communications in a timely manner'; and
- 'Seek to obtain and represent the views of the broader community and not individual views'.

## 2. Knox Multicultural Advisory Committee Terms of Reference Review 2016 (cont'd)

### 2.3.3 Period of membership

Clarification was made around the time period for 'additional' appointments, in excess of the initial two-year term, as follows:

<i>Current Terms of Reference</i>	<i>Proposed Terms of Reference</i>
Community and professional/industry representatives will be appointed for a period of two years and are eligible to re-apply, however, continuous membership for longer than four years will not be considered.	<i>'Community and professional/industry representatives will be appointed for a period of two years and are eligible to re-apply <u>for an additional two year appointment</u>, however, continuous membership for longer than four years will not be considered.'</i>

### 2.3.4 Method of appointment

Stakeholder feedback suggested several small modifications to the recruitment and selection process to facilitate best-fit and continuous freshness for the committee. Changes were made to two clauses as follows:

<i>Current Terms of Reference</i>	<i>Proposed Terms of Reference</i>
Knox Inter-faith Network and Migrant Information Centre Eastern Melbourne will nominate their respective representatives.	<i>'Knox Inter-faith Network and the Migrant Information Centre Eastern Melbourne will nominate their respective representatives <u>at the beginning of each calendar year, for a one year term.</u>'</i>
New community and professional/industry members will be selected by a panel comprising a Councillor, a Council Officer and a representative from the Migrant Information Centre.	<i>'New community and professional/industry members will be selected by a panel comprising a Councillor, a Council Officer and <u>an external representative (e.g.: from the Migrant Information Centre, a surrounding Local Government area Multicultural or other Advisory Committee, or professional/industry representative)</u>'.</i>

## 2. Knox Multicultural Advisory Committee Terms of Reference Review 2016 (cont'd)

Consultations also indicated the need for additional member pre-screening, which may include expressions of interest, telephone screening, information sessions and individual interviews. Accordingly, the following point has been included:

*'Applicants may be engaged in a preliminary screening and information provision process to ensure best fit.'*

### 2.4 Meeting procedures

The review considered full and frank discussion at meetings, with input from all members, as well as practical provisions for guest presenters visiting the Committee. An additional clause has been developed to maximise meaningful engagement with guest speakers and minimise tokenistic engagement, as follows:

*'Guest speakers will be confirmed one month in advance of meetings and preparatory reading circulated to Committee members at least seven days prior to the scheduled meeting. Prior to attending, proposed guest speakers will clearly articulate the purpose of their visit to Council Officers and will work with*

*Officers to ensure they communicate this in ways that are accessible for the Committee.'*

Two further clauses have been developed to acknowledge the benefits of working in small-groups and of using workshop style formats when engaging with multicultural communities, and to allow for maximum participation of non-native English speakers:

- *'Meeting format is at the discretion of the Chair but may include workshop and small-group style discussions where appropriate.'*
- *'Meetings will be conducted in language and at a pace that supports maximum participation of non-native English speakers.'*

### 2.5 Chair

The review highlighted an opportunity to enhance the role of the Chairperson in facilitating input from Committee members. The following clause is recommended for inclusion:

*'The chairperson will encourage, acknowledge and value multicultural community-related input from all members and work to uphold the community rather than a personal focus of the Committee.'*

## **2. Knox Multicultural Advisory Committee Terms of Reference Review 2016 (cont'd)**

### **2.6 Participation Support**

An additional clause has been included to cover the provision of language support resources in acknowledgement of the linguistic diversity of the Committee:

*'The provision of resources for the personal support of Committee members to participate in KMAC meetings – including interpreters and translators – is provided by Council as required.'*

### **3. CONSULTATION**

Community and community organisation members of KMAC were consulted via online survey, translations were provided for two community members. Face-to-face interviews were conducted with Councillors and Council Officers who sit on the KMAC. Additional consultation included the desktop review of similar TOR from other Councils and telephone consultation with Officers from other Councils (Appendix A).

### **4. ENVIRONMENTAL/AMENITY ISSUES**

There are no environmental or amenity issues associated with this matter.

### **5. FINANCIAL & ECONOMIC IMPLICATIONS**

The annual program budget allocation within Council's operational budget for Council's multicultural activities is \$7,450. This supports KMAC and implementation of the *Knox Multicultural Strategic Plan*. This is in addition to 1.0 EFT staff support.

### **6. SOCIAL IMPLICATIONS**

Council is well placed to facilitate multicultural dialogue between organisations, individuals and other levels of government. The ongoing operation of the KMAC will ensure Council continues to play this important role, and enable access to contemporary intelligence on emerging issues for the multicultural community within Knox. Responding to issues impacting the multicultural and broader population from this evidence base will support good social outcomes for the Knox community.

2. **Knox Multicultural Advisory Committee Terms of Reference Review 2016 (cont'd)**

**7. RELEVANCE TO CITY PLAN 2013-17 (INCORPORATING THE COUNCIL PLAN)**

The *Knox City Plan 2013-2017* identifies the key directions and strategic objectives to achieve desired health and wellbeing outcomes for the Knox community.

The theme which is of particular relevance to KMAC is: 'Culturally Rich and Active Communities', which includes the aspiration to: 'Improve the acceptance and valuing of diversity and difference in the Knox community'. KMAC works across the additional four City Plan themes to provide input, feedback from a multicultural perspective and enable action and community actions.

**8. CONCLUSION**

This report proposes that Council approve the revised KMAC Terms of Reference and the continuation of the KMAC for a further period of four years from June 2016 to June 2020.

**9. CONFIDENTIALITY**

There are no known confidentiality issues arising from this report.

**Report Prepared By: Multicultural Communities Officer (Suzi Hayes)**

**Report Authorised By: Acting Director Community Services  
(Kathy Parton)**

**Knox Multicultural Advisory  
Committee  
Terms of Reference,  
Review Methodology and  
Framework**

## **1. Desktop research**

The following Terms of Reference documents were reviewed to inform the 2016 KMAC TOR review:

- City of Monash – Multicultural Advisory Committee Terms of Reference
- City of Greater Dandenong – Asylum Seeker and Refugee Communities Advisory Committee Terms of Reference
- Yarra City Council – Multicultural Advisory Group Terms of Reference

Review of advisory committee documentation from other Metropolitan Melbourne Councils provided further context for the 2016 KMAC TOR review.

A broad review of these documents was undertaken with specific reference to the clauses and provisions flagged through stakeholder consultations as needing potential amendments (e.g.: Objectives, Membership, Meeting Procedures).

## **2. Stakeholder consultations**

Stakeholder consultations took place in three phases:

- Council Officers in other metropolitan Melbourne Councils
- Community and organisational representatives on the KMAC
- Councillor and Council Officer representatives on the KMAC

In addition to the review of above mentioned documents, conversations took place with representatives from two Northern Metropolitan Councils and four Eastern Metropolitan Region Councils, Multicultural Advisory Committee, Committees such as Interfaith Advisory Councils, Access and Equity Advisory Councils and Human Rights, Disability, Indigenous and Reconciliation Advisory Committee.



Key issues identified through this research include the need to clearly articulate the roles and responsibilities of advisory committee members, particularly in providing community-derived knowledge of local challenges and emerging issues in multicultural communities, and the need to emphasise member accountability in two-way communication between communities and Council. Multicultural Advisory Committees generally play a key role in monitoring the development and implementation of related policies, plans and strategies, and the provision of advice to Councils.

Consideration was given to the establishment of an all-encompassing access and equity or human rights committee, in the context of the phasing out of specific strategic plans in the Community Access and Equity team and the creation of an overarching Community Access and Equity Strategic Plan, however it was determined that, given the infancy of this process and the clear benefit derived from the existing advisory committees, a change of this nature is not currently recommended at this time.

#### Community and organisational representative consultation

Consultations took the form of an electronically issued survey. Using surveymonkey the survey was circulated to all 12 current community and organisational representatives on KMAC. The survey was translated into Mandarin for two KMAC community representatives with lower levels of English literacy.

A total of eight responses were received, six in English and two in Mandarin. Survey responses indicated overall satisfaction with current committee operations, underscoring the benefits of giving and receiving information on relevant issues for the multicultural community. The need to ensure ongoing input from a broad range of community organisations and stakeholders, and the need to ensure slow and clear discussion at meetings for non-native English speakers were identified as potential areas for improvement.

Responses highlighted some role confusion and the need to further clarify the responsibility of members to act as information and intelligence conduits between local multicultural communities and Council.

Survey questions were as follows:

- Why did you become a member of the KMAC?
- Describe your role as a member of the KMAC
- Tell us how your work with KMAC benefits the community
- Do you think that all KMAC members have an equal say at meetings?
- If no, what can we do to change this?
- Do the KMAC Terms of Reference describe the work of KMAC and its meetings clearly?
- Please list any ideas on how KMAC meetings could be improved

### Councillor and Council Officer consultation

Individual face to face consultations took place with Cr. Joe Cossari (KMAC Chair), Cr. Peter Lockwood (KMAC Deputy) and Council Officers involved in KMAC, including Kathy Parton (Manager, Community Wellbeing), Nicole Hunter (Coordinator, Community Access and Equity) and Joan Pepi (Multicultural Communities Officer). Councillor and Council Officer consultations took place using a conversation framework that touched on the following key areas:

- Positive aspects of KMAC, what's being done well
- Areas in which improvements might be made, better models
- Key clauses in the existing TOR
- Aspirations for review process and KMAC more broadly

Data collected through Councillor and Council Officer consultation indicated several key areas for improvement, most notably Membership, Objectives and Meeting Procedures. The most prominent issue noted was the need for enhanced intelligence on multicultural community related rather than personal challenges.

Members of this group articulated a similar set of aspirations, with a primary investment in KMAC as an effective, productive committee that can provide robust evidence-based advice to Council and function to catalyse community-led action. The KMAC is seen as a key component in the broader community harmony producing system and a key point of information exchange between Council and local multicultural communities.

### **3. Summary of findings**

The review determined that while there are several areas in the KMAC TOR recommended for strengthening and some KMAC related procedures that require improvement, the committee is overall a sound structural mechanism for two-way information exchange and advice between the local multicultural community and Council.

Review discussions confirmed the ongoing importance and value of KMAC to both Council and the community. The enthusiasm of participants, growth in knowledge of multiculturalism, increased awareness of issues impacting CALD communities in Knox and positive community outcomes resulting from participation on KMAC were all acknowledged.

Several significant areas for improvement were identified within the existing KMAC TOR, particularly related to the Objectives (clauses 2), Membership (clause 3) and Meeting Procedures (clause 5). The creation of one additional clause related to additional support needs of members was indicated (Participation Support, clause 12). Opportunities to strengthen the existing provisions for the Chairperson (Chair, clause 6) were also highlighted.

The review for grounded continuous quality improvement initiatives currently underway at Council, aimed at increasing knowledge, awareness and understanding within the KMAC and the local multicultural community. Two such examples are the advocacy training scheduled for KMAC members in May 2016 and the ongoing intelligence gathering via engagement with multicultural community groups in Knox.



# TERMS OF REFERENCE

## KNOX MULTICULTURAL ADVISORY COMMITTEE

<b>Directorate</b>	<b>Community Services</b>
<b>Responsible Officer</b>	<b>Multicultural Communities Officer</b>
<b>Committee Type</b>	<b>Advisory Committee</b>
<b>Approval Date:</b>	<b>June 2016</b>
<b>Review Date:</b>	<b>June 2020</b>

### 1. PURPOSE

The Knox Multicultural Advisory Committee provides Council with advice on multicultural issues and the promotion of greater awareness and understanding in the local community of cultural diversity in Knox.

### 2. OBJECTIVES

The objectives of the Committee are to:

- Provide advice and recommendations to Council on multicultural issues in and beyond Knox;
- Identify issues and opportunities affecting people from multicultural backgrounds in and beyond Knox;
- Assist Council in the development of policy, strategy and advocacy initiatives related to the issues and opportunities identified;
- Advocate for increased awareness and understanding of issues and opportunities affecting multicultural communities within Knox;
- Assist Council with its communication, consultation and engagement with multicultural communities through two-way information exchange, from Council to communities and from communities to Council;
- Assist Council to promote and celebrate the benefits of cultural diversity in Knox and to build connections between different cultural groups within the Knox community; and
- Assist Council to monitor the implementation of the Knox City Council Multicultural Strategic Plan 2012-17.

### **3. MEMBERSHIP, PERIOD OF MEMBERSHIP AND METHOD OF APPOINTMENT**

**3a** The Committee shall comprise the following:

#### **Community and Professional/Industry Members**

- A maximum of twelve community and agency members (maximum of four professional/industry members)
- One representative of the Knox Interfaith Network;
- One representative of the Migrant Information Centre; and
- Up to two community agency representatives engaged with local multicultural communities from any of the following areas or sectors: welfare, health, education, housing, volunteering, community services, arts, sports or not-for-profit community groups

#### **Councillors**

- Two Councillors appointed annually by Council

The Mayor is, by virtue of the Office, ex officio a member of any committee which may be established by Council from time to time. It is important that whilst the Mayor may not chair these meetings, appropriate recognition should be given to the presence of the Mayor in attendance. The Mayor has no voting rights in their capacity as an ex officio member of the committee.

#### **Council Officers**

- Council officers will be nominated to support the committee by the CEO as required to provide advice and administrative support to the committee.

### **3b Membership Criteria and Commitment**

Members of the advisory committee will:

- Demonstrate contemporary knowledge and understanding of the needs and issues affecting the multicultural community in and beyond Knox
- Have direct links with local multicultural communities
- Provide consistent representation. Community and professional/industry representatives are recruited on the basis that they are a conduit between Council and their communities/agencies, hence it is the responsibility of these members to ensure that there is a regular information exchange between Council and their communities/agencies
- Attend meetings as required

- Carry out specified tasks as designated
- Provide bimonthly reports on multicultural community related activities (Professional/agency representatives)
- Have the ability to look beyond personal experience and investments for the benefit of the local and wider community
- Be supported by their own community organization or community
- Participate in relevant training and development opportunities as required
- Respond to communications in a timely manner
- Seek to obtain and represent the views of the broader community and not individual views

### **3c Period of membership**

- Councillors – appointed annually by Council
- Community and professional/industry representatives will be appointed for a period of two years and are eligible to re-apply for an additional two year appointment, however, continuous membership for longer than four years will not be considered
- Casual vacancies which occur due to community and professional/industry members being unable to complete their appointments will be filled by co-opting suitable candidates from a previous selection process for the remainder of the previous incumbent's terms or recruiting through a new selection process.

### **3d Method of Appointment**

- The process to appoint community and professional/industry members will be advertised on Council's internet site, social media, multicultural e-bulletin and through local networks.
- Eligible community and professional/industry members will have an interest in and understanding of multicultural issues and a personal or professional link with multicultural communities within Knox.
- Knox Inter-faith Network and the Migrant Information Centre Eastern Melbourne will nominate their respective representatives at the beginning of each calendar year, for a one-year term.
- New community and professional/industry members will be selected by a panel comprising a Councillor, a Council Officer and an external representative (eg: from the Migrant Information Centre, a surrounding area Multicultural or other Advisory Committee, or professional/industry representative).

- Applicants may be engaged in a preliminary screening and information provision process to ensure best fit.
- Council will be responsible for appointing all community and professional/industry members and members filling casual vacancies.

#### **4. DELEGATED AUTHORITY AND DECISION MAKING**

The Knox Multicultural Advisory Committee acts in an advisory capacity only and has no delegated authority to make decisions on behalf of Council.

In accordance with section 76E of the Local Government Act 1989, a Councillor must not improperly direct or influence a member of Council staff in the exercise of any power or in the performance of any duty or function.

#### **5. MEETING PROCEDURES**

The Knox Multicultural Advisory Committee will meet on a bi-monthly basis and an annual schedule of meetings will be agreed upon at the first meeting of the Committee in any given calendar year.

The Committee is not required to give public notice of its meetings and its meetings are not open to the public.

Meetings will follow Knox Council meeting procedures, which are in summary:

- Commence on time and conclude by the stated completion time;
- Be scheduled and confirmed in advance with all relevant papers distributed (as appropriate) to each member;
- Encourage fair and reasonable discussion and respect for each other's views;
- Focus on the relevant issues at hand; and
- Provide advice to Council as far as possible on a consensus basis.

Guest speakers will be confirmed one month in advance of meetings and preparatory reading circulated to Committee members at least seven days prior to the scheduled meeting. Prior to attending, guest speakers will clearly articulate the purpose of their visit to Council Officers and will work with Officers to ensure they communicate this in ways that are accessible for the Committee.

Meeting format is at the discretion of the Chair but may include workshop and small-group style discussions where appropriate.

Meetings will be conducted in language and at a pace that supports maximum participation of non-native English speakers.

## **6. CHAIR**

The position of Chairperson shall be reviewed annually immediately following Councillor appointments to committees.

Where there is one Councillor representative on the committee, that Councillor stands as Chair. Where there is more than one Councillor, the Chair is to be agreed upon between Councillors. When this cannot be achieved, the Mayor of the day shall determine the chair.

A committee may determine, with consent of the Councillor representative/s, to appoint another member other than the Councillor representative/s as Chairperson.

If the Chairperson is not present at a meeting, any other Councillor shall be appointed Chairperson. In the absence of any other Councillor representative/s, the committee members shall appoint a Chairperson for the purpose of conducting the meeting.

The committee must advise the Governance Team of the name of the chairperson within one week of appointment. These details will then be updated on the intranet.

The chairperson will encourage, acknowledge and value multicultural community-related input from all members and work to uphold the community rather than personal focus of the Committee.

## **7. AGENDAS AND MINUTES**

The Committee minutes will contain details of the proceedings and resolutions made, they will be clear and self-explanatory and will incorporate relevant reports considered at the meeting.

Minutes will be provided to the Chairperson for approval before being published or distributed and will be formally endorsed at the subsequent meeting.

Agendas and minutes will be prepared and circulated by the responsible Council officer to members in a timely manner, but not less than 48 hours prior to the time fixed for holding the meeting.

## **8. VOTING**

When the Committee is unable to determine a matter by consensus, the matter will be determined by a vote.

All members (excluding Council Officers) have voting rights.

Council staff provide support and advice to the Committee and have no voting rights.

In the event of an equality of votes the chairperson has a second vote.



## 9. CONDUCT AND INTEREST PROVISIONS

In performing the role of Advisory Committee member, a person must:

- act with integrity;
- impartially exercise his or her responsibilities in the interests of the local community;
- not improperly seek to confer an advantage or disadvantage on any person
- treat all persons with respect and have due regard to the opinions, beliefs, rights and responsibilities of other persons;
- commit to regular attendance at meetings;
- not make improper use of information acquired because of their position or release information that the member knows, or should reasonably know, is confidential information.

Meetings of an Advisory Committee may potentially form an Assembly of Councillors. When this occurs, Councillors and officers are required to comply with the conflict of interest provisions as set down in the Local Government Act 1989.

Where a Councillor or officer declares a conflict of interest in relation to a matter in which the committee is concerned, they must disclose the interest to the committee before the matter is considered or discussed at the meeting. Disclosure must include the nature of the relevant interest and be recorded in the minutes of the meeting. The member must leave the room while the matter is being considered and may return only after consideration of the matter and all votes on the matter.

Where a community member has an interest or a Conflict of Interest (as defined in the Local Government Act) in relation to a matter in which the committee is concerned, or is likely to be considered or discussed, the community member must disclose the matter to the group before the matter is considered or discussed. Disclosure must include the nature of the relevant interest or conflict of interest and be recorded in the minutes of the meeting. It will be at the discretion of the Chairperson if the community member remains or leaves the room whilst the matter is discussed, and this must also be recorded in the minutes of the meeting.

Where a meeting is identified as an Assembly of Councillors, staff must complete a Record of Assembly of Councillors form. Where a Conflict of Interest is identified by a Councillor or staff member at an Assembly of Councillors, the relevant Conflict of Interest form must also be completed. Forms should be forwarded to the Manager – Governance within 5 working days of the meeting. This information will be published at the next available Ordinary Council Meeting.

## **10. REPORTING**

The Committee will provide an annual report to the Council on its activities and achievements in accordance with the objectives stated in these Terms of Reference.

## **11. ADMINISTRATION SUPPORT**

Administration support will be provided by Council's Community Access and Equity Department

## **12. PARTICIPATION SUPPORT**

The provision of resources for the personal support of Committee members to participate in KMAC meetings – including interpreters and translators – is provided by Council as required.

## **13. CONTACT WITH THE MEDIA**

Contact with the Media by Advisory Committee members will be conducted in accordance with the Councillor and Staff Media Policies. Community members should defer any media enquiries to the Chairperson in the first instance and should take care not to respond as a representative of the committee.

## **14. SUNSET CLAUSE AND REVIEW DATE**

The Committee will conclude in June 2020 unless Council endorses a recommendation to continue the Committee's role for a further period. If the Committee continues to have a relevant function, a report must be presented to Council prior to June 2020 that includes a review of the committee's Terms of Reference and seeks endorsement from Council to continue to act in an advisory capacity for a further period.

## **15. MEALS**

The provision of refreshments during the course of an Advisory Committee meeting will be in accordance with the Meals and Beverages for Council Committees Policy.



## TERMS OF REFERENCE

### KNOX MULTICULTURAL ADVISORY COMMITTEE

<b>Directorate</b>	<b>Community Services</b>
<b>Responsible Officer</b>	<b>Multicultural Communities Officer</b>
<b>Committee Type</b>	<b>Advisory Committee</b>
<b>Approval Date:</b>	<b>June 201<del>6</del>4</b>
<b>Review Date:</b>	<b><u>June 20</u>2016</b>

#### 1. PURPOSE

The Knox Multicultural Advisory Committee provides Council with advice on multicultural issues and the promotion of greater awareness and understanding in the local community of cultural diversity in Knox.

#### 2. OBJECTIVES

The objectives of the Committee are to:

- Provide advice and recommendations to Council on multicultural issues in and beyond Knox;
- Identify issues and opportunities affecting people from multicultural backgrounds in and beyond Knox;
- Assist Council in the development of policy, strategies and ~~advocacy~~ initiatives related to the issues and opportunities identified;
- Advocate for increased awareness and understanding of issues and opportunities affecting multicultural communities within Knox;
- Assist Council with its communication, consultation and engagement with multicultural communities through two-way information exchange, from Council to communities and from communities to Council; ~~and~~
- Assist Council to promote and celebrate the benefits of cultural diversity in Knox and to build connections between different cultural groups within the Knox community; ~~and-~~
- Assist Council to monitor the implementation of the Knox City Council Multicultural Strategic Plan 2012-17.

### 3. MEMBERSHIP, PERIOD OF MEMBERSHIP AND METHOD OF APPOINTMENT

3a The Committee shall comprise the following:

#### Community and Professional/Industry Members

- A maximum of twelve community and agency members (maximum of four professional/industry members)
- One representative of the Knox Interfaith Network; ~~and~~
- One representative of the Migrant Information Centre; ~~and~~
- Up to two community agency representatives engaged with local multicultural communities from any of the following areas or sectors: welfare, health, education, housing, volunteering, community services, arts, sports or not-for-profit community groups

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#### Councillors

- Two Councillors appointed annually by Council

The Mayor is, by virtue of the Office, ex officio a member of any committee which may be established by Council from time to time. It is important that whilst the Mayor may not chair these meetings, appropriate recognition should be given to the presence of the Mayor in attendance. The Mayor has no voting rights in their capacity as an ex officio member of the committee.

#### Council Officers

- Council officers will be nominated to support the committee by the CEO as required to provide advice and administrative support to the committee.

### 3b ~~Commitment from members~~ Membership Criteria and Commitment

Members of the advisory committee will:

- Demonstrate contemporary knowledge and understanding of the needs and issues affecting the multicultural community in and beyond Knox
- Have direct links with local multicultural communities
- ~~P~~T~~o~~ provide consistent representation. Community and professional/industry representatives are recruited on the basis that they are a conduit between Council and their communities/agencies, hence it is the responsibility of these members to ensure that there is a regular information exchange between Council and their communities/agencies
- ~~A~~T~~o~~ attend meetings as required

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- C~~To~~ carry out specified tasks as designated
- Provide bimonthly reports on multicultural community related activities (Professional/agency representatives)
- Have the ability to look beyond personal experience and investments for the benefit of the local and wider community
- Be endorsed supported by their own community organization or community
- Participate in relevant training and development opportunities as required
- Respond to communications in a timely manner
- Seek to obtain and represent the views of the broader community and not individual views

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### 3c Period of membership

- Councillors – appointed annually by Council
- Community and professional/industry representatives will be appointed for a period of two years and are eligible to re-apply for an additional two year appointment—, however, continuous membership for longer than four years will not be considered
- Casual vacancies which occur due to community and professional/industry members being unable to complete their appointments will be filled by co-opting suitable candidates from a previous selection process for the remainder of the previous incumbent's terms or recruiting through a new selection process.

### 3d Method of Appointment

- The process to appoint community and professional/industry members will be advertised on Council's internet site, social media, multicultural e-bulletin and through local networks.
- Eligible community and professional/industry members will have an interest in and understanding of multicultural issues and a personal or professional link with multicultural communities within Knox.
- Knox Inter-faith Network and the Migrant Information Centre Eastern Melbourne will nominate their respective representatives at the beginning of each calendar year, for a one-year term.
- New community and professional/industry members will be selected by a panel comprising a Councillor, a Council Officer and an external

representative (~~eg: from the~~ Migrant Information Centre, a surrounding Local Government area Multicultural or other Advisory Committee, or professional/industry representative),

- Applicants may be engaged in a preliminary screening and information provision process to ensure best fit.

- Council will be responsible for appointing all community and professional/industry members and members filling casual vacancies.

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#### 4. DELEGATED AUTHORITY AND DECISION MAKING

The Knox Multicultural Advisory Committee acts in an advisory capacity only and has no delegated authority to make decisions on behalf of Council.

In accordance with section 76E of the Local Government Act 1989, a Councillor must not improperly direct or influence a member of Council staff in the exercise of any power or in the performance of any duty or function.

#### 5. MEETING PROCEDURES

The Knox Multicultural Advisory Committee will meet on a bi-monthly basis and an annual schedule of meetings will be agreed upon at the first meeting of the Committee in any given calendar year.

The Committee is not required to give public notice of its meetings and its meetings are not open to the public.

Meetings will follow Knox Council meeting procedures, which are in summary:

- Commence on time and conclude by the stated completion time;
- Be scheduled and confirmed in advance with all relevant papers distributed (as appropriate) to each member;
- Encourage fair and reasonable discussion and respect for each other's views;
- Focus on the relevant issues at hand; and
- Provide advice to Council as far as possible on a consensus basis.

Guest speakers will be confirmed one month in advance of meetings and preparatory reading circulated to Committee members at least seven days prior to the scheduled meeting. Prior to attending, proposed guest speakers will clearly articulate the purpose of their visit to Council Officers and will work with Officers to ensure they communicate this in ways that are accessible for the Committee.

Meeting format is at the discretion of the Chair but may include workshop and small-group style discussions where appropriate.

Meetings will be conducted in language and at a pace that supports maximum participation of non-native English speakers.

#### 6. CHAIR

The position of Chairperson shall be reviewed annually immediately following Councillor appointments to committees.

Where there is one Councillor representative on the committee, that Councillor stands as Chair. Where there is more than one Councillor, the Chair is to be agreed upon between Councillors. When this cannot be achieved, the Mayor of the day shall determine the chair.

A committee may determine, with consent of the Councillor representative/s, to appoint another member other than the Councillor representative/s as Chairperson.

If the Chairperson is not present at a meeting, any other Councillor shall be appointed Chairperson. In the absence of any other Councillor representative/s, the committee members shall appoint a Chairperson for the purpose of conducting the meeting.

The committee must advise the Governance Team of the name of the chairperson within one week of appointment. These details will then be updated on the intranet.

The chairperson will encourage, acknowledge and value multicultural community-related input from all members and work to uphold the community focus rather than a personal focus of the Committee.

## **7. AGENDAS AND MINUTES**

The Committee minutes will contain details of the proceedings and resolutions made, they will be clear and self-explanatory and will incorporate relevant reports considered at the meeting.

Minutes will be provided to the Chairperson for approval before being published or distributed and will be formally endorsed at the subsequent meeting.

Agendas and minutes will be prepared and circulated by the responsible Council officer to members in a timely manner, but not less than 48 hours prior to the time fixed for holding the meeting.

## **8. VOTING**

When the Committee is unable to determine a matter by consensus, the matter will be determined by a vote.

All members (excluding Council Officers) have voting rights.

Council staff provide support and advice to the Committee and have no voting rights.

In the event of an equality of votes the chairperson has a second vote.

## **9. CONDUCT AND INTEREST PROVISIONS**

In performing the role of Advisory Committee member, a person must:

- act with integrity;
- impartially exercise his or her responsibilities in the interests of the local community;

- not improperly seek to confer an advantage or disadvantage on any person
- treat all persons with respect and have due regard to the opinions, beliefs, rights and responsibilities of other persons;
- commit to regular attendance at meetings;
- not make improper use of information acquired because of their position or release information that the member knows, or should reasonably know, is confidential information.

Meetings of an Advisory Committee may potentially form an Assembly of Councillors. When this occurs, Councillors and officers are required to comply with the conflict of interest provisions as set down in the Local Government Act 1989.

Where a Councillor or officer declares a conflict of interest in relation to a matter in which the committee is concerned, they must disclose the interest to the committee before the matter is considered or discussed at the meeting. Disclosure must include the nature of the relevant interest and be recorded in the minutes of the meeting. The member must leave the room while the matter is being considered and may return only after consideration of the matter and all votes on the matter.

Where a community member has an interest or a Conflict of Interest (as defined in the Local Government Act) in relation to a matter in which the committee is concerned, or is likely to be considered or discussed, the community member must disclose the matter to the group before the matter is considered or discussed. Disclosure must include the nature of the relevant interest or conflict of interest and be recorded in the minutes of the meeting. It will be at the discretion of the Chairperson if the community member remains or leaves the room whilst the matter is discussed, and this must also be recorded in the minutes of the meeting.

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## 10. REPORTING

The Committee will provide an annual report to the Council on its activities and achievements in accordance with the objectives stated in these Terms of Reference.

## 11. ADMINISTRATION SUPPORT

Administration support will be provided by Council's Community Access and Equity Department

## 12. PARTICIPATION SUPPORT

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The provision of resources for the personal support of Committee members to participate in KMAC meetings – including interpreters and translators – is provided by Council as required.

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### **12.13. CONTACT WITH THE MEDIA**

Contact with the Media by Advisory Committee members will be conducted in accordance with the Councillor and Staff Media Policies. Community members should defer any media enquiries to the Chairperson in the first instance and should take care not to respond as a representative of the committee.

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### **13.14. SUNSET CLAUSE AND REVIEW DATE**

The Committee will conclude in June 20~~20~~16 unless Council endorses a recommendation to continue the Committee's role for a further period. If the Committee continues to have a relevant function, a report must be presented to Council prior to June 20~~20~~16 that includes a review of the committee's Terms of Reference and seeks endorsement from Council to continue to act in an advisory capacity for a further period.

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### **14.15. MEALS**

The provision of refreshments during the course of an Advisory Committee meeting will be in accordance with the Meals and Beverages for Council Committees Policy.

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**ALL WARDS****3. COUNCILLOR MEDIA POLICY REVIEW**

**SUMMARY:** *Manager Communications and Customer Service  
(Kath Oakley)*

*This report details a review of the Councillor Media Policy, in light of the sunseting of the current policy in April 2016. It summarises a reviewed and updated copy of the policy for consideration by Council.*

**RECOMMENDATION**

**That Council approve the updated Councillor Media Policy as provided at Appendix A.**

**1. INTRODUCTION**

The Councillor Media Policy outlines the roles and requirements of Councillors when engaging with the media.

It is the intent of the Councillor Media Policy to ensure consistency and clarity in Councillors' engagement with the media.

The objective of all media liaison on behalf of the Council should be to support Council's reputation in the community, to provide effective communication with residents and to provide a mechanism for the promotion of the role of Councillors.

The review of the Policy has included updating content to reflect current and best practice. The Policy was last adopted by Council on 9 April 2013.

**2. DISCUSSION****2.1 Documents overview**

As a result of the Councillor Media Policy review, a revised version has been attached (updated version is in Appendix A; tracked changes version in Appendix B).

**2.2 Policy intent and updates**

The purpose of the Councillor Media Policy is to establish/ clarify the guidelines for media relations and dealings with the media to enable effective media contact and to ensure Council's corporate image is positively promoted.

The Councillor Media Policy outlines a protocol for quoting or allocating comments to the Mayor or Councillors, including the protocol for spokespersons for committees/ advisory groups.

### 3. Councillor Media Policy Review (cont'd)

Proposed amendments to the Policy include the following:

- Changes to wording that reflect more appropriate terminology.
- Changes that align the Policy with operational practice.
- The addition of the Staff Social Media Policy to related policies.
- The removal of the inactive Councillor Media Procedure.
- The updating of online media terminology to reflect current practice.
- An update to media response issuing practice to reflect current process.
- Updating the language to reflect the wording used in the *Local Government Act*.
- Inclusion of a 'specialist officer' as a potential delegated spokesperson if so determined on technical matters by the Chief Executive office.
- Updating the current title of the Communications department.
- The addition of social media and online protocols.

### **3. CONSULTATION**

No external consultation has been undertaken to date. A copy of the proposed changes has been provided to Councillors for consideration and preview at the 12 April 2016 Issues Briefing.

Legal advice was sought on the use of Council's logo and corporate identity for Councillors' personal social media accounts. The advice provided to Council's Governance and Innovation department was that no such use of the Council identity and logo is permissible for Councillors' personal social media accounts, personal publicity or publications.

### **4. ENVIRONMENTAL/AMENITY ISSUES**

There are no environmental or amenity issues relating to the Councillor Media Policy.

### **5. FINANCIAL & ECONOMIC IMPLICATIONS**

There are no financial and economic implications relating to the Councillor Media Policy.

### **6. SOCIAL IMPLICATIONS**

There are no social implications relating to the review of the Councillor Media Policy.

**3. Councillor Media Policy Review (cont'd)****7. RELEVANCE TO CITY PLAN 2013-17 (INCORPORATING THE COUNCIL PLAN)**

Media engagement is an effective mechanism to position and promote Council's activities, services, and programs, including key elements of the City Plan 2013-17. There are a number of actions within the City Plan 2013-17 that relate to media, marketing, promotion and communication.

**8. CONCLUSION**

The review of the Councillor Media Policy has provided for a contemporary update for Council's interaction with media representatives. The proposed changes are relatively minor but do provide an opportunity for appropriate social media interactions to best communicate with residents and the community using new and emerging technologies.

**9. CONFIDENTIALITY**

There are no confidentiality issues associated with this report.

**Report Prepared By: Strategic Communications Coordinator  
(Paul Gallagher)**

**Report Authorised By: Director – Corporate Development  
(Joanne Truman)**

## Appendix A Councillor Media Policy



## KNOX POLICY

### COUNCILLOR MEDIA POLICY

<b>Policy Number:</b>	2004/17	<b>Directorate:</b>	Corporate Development
<b>Approval by:</b>	Council	<b>Responsible Officer:</b>	Manager Communications and Customer Service
<b>Approval Date:</b>	TBA	<b>Version Number:</b>	5
<b>Review Date:</b>	9 April 2019		

#### 1. PURPOSE

The Councillor Media Policy provides a statement of Council's expectations of Councillors when dealing with the media and provides guidelines to effective media relations and contact.

The purpose of the Councillor Media Policy is to establish guidelines for media relations and dealing with the media to enable effective management of media contact, and to ensure Council's reputation is upheld and promoted.

The objective of effectively managing all media contact is to positively promote the services and programs of Council, to mitigate negative perceptions, to inform the community, to promote the organisation and its services, and to provide a mechanism for the promotion of the role of Councillors in a good governance context. The policy also supports Council's commitment to meaningful community engagement, and is consistent with Council's approach to good governance.

#### 2. CONTEXT

An important part of a Councillor's role is dealing with the media. This involvement may be both proactive and reactive. A clear statement of Council's expectations of Councillors when dealing with the media is important for the promotion of good governance and upholding a strong, positive community image.

Council's image is a valuable asset and the media assists in informing the community of local and Council issues, and if managed appropriately, can support the positive image of Council and Councillors.

#### 3. SCOPE

This policy applies to all Councillors and works in collaboration with the Councillors' Code of Conduct.

## 4. REFERENCES

### 4.1 Council Plan

- Effective Governance

### 4.2 Relevant Legislation

- Local Government Act 1989
- Meeting Procedure and Use of Common Seal Local Law 2008.

### 4.3 Charter of Human Rights

- This policy has been assessed against and complies with the charter of Human Rights.

### 4.4 Related Council Policies

- Councillor Code of Conduct
- Staff Media Policy
- Staff Social Media Policy
- Election Period Policy

## 5. DEFINITIONS

In this Policy:

<i>Media</i>	is defined as all associates of electronic and print media organisations, including: <ul style="list-style-type: none"> <li>• Newspapers</li> <li>• Community newsletters</li> <li>• Television and radio</li> <li>• Magazines and professional journals</li> <li>• Freelance journalists</li> <li>• Online media</li> </ul>
<i>Media release</i>	is a written statement prepared by Council that contains information to be made available to media.
<i>Media response</i>	is a written statement that responds to specific question/s sought by a media agent. A media response is provided to the instigator and to other media outlets when similar enquiries are made.
<i>Media invitation</i>	is an invite to a media representative to attend a Council event for the purpose of promoting its success.
<i>Feature Article</i>	is an unsolicited written article targeted to specific media such as industry journals and magazines.
<i>Personal Comment</i>	means a Councillor providing a statement to the media that reflects a personal position, which may differ from Council's position.
<i>Personal Media Release</i>	means a written media release that is prepared by a Councillor that reflects a personal position, which may differ from Council's position.

## **6. COUNCILLOR MEDIA POLICY**

### **6.1 Official Spokesperson and Councillors**

#### **6.1.1 Mayor as Official Spokesperson**

The Mayor is the principal spokesperson of Council and is allowed opportunity to be sole spokesperson in relation to Council positions, policies and decisions and issues pertaining to municipal-wide matters, initiatives and advocacy.

The Mayor may choose to delegate the role of spokesperson to another Councillor or the Chief Executive Officer.

The Mayor is encouraged to recognise the work and activities of other Councillors.

The Chief Executive Officer is the principal spokesperson for operational and technical matters.

#### **6.1.2 Councillors**

A Councillor may:

- Engage with the media in support of a formal Council position. The designation of the Mayor as the principal spokesperson must be respected in this regard.
- As a Committee Chair, engage with the media in accordance with clause 6.4 of this policy.
- As a Ward Councillor, engage with the media in accordance with clause 6.2 of this policy.
- Provide a personal comment to the media within the context of the Councillors' Code of Conduct, making it expressly clear that the comment is personal and not necessarily the view of Council.
- Within the overall context of the Councillors' Code of Conduct, prepare and distribute a personal media release that is reflective of their personal position, which may differ from Council's position.
- Establish a social media account for personal public statements in accordance with Clauses 6.2 and 6.8 of this policy and the Councillor Code of Conduct.
- Seek assistance from Council staff for the establishment of a social media account and its use in line with best practice online. The Communications team should be notified of any establishment of an account.

Councillors must at all times respect and honour the Councillors' Code of Conduct when engaging with the media, extracted as follows:

*"There may be times when we individually disagree with a majority decision of Council and want to advise the community. As individual Councillors, we are entitled to express our own independent views. In doing so, we must not reflect negatively on individual Councillors."* (extract from Councillor Code of Conduct, p.5, 'Communication and Decision Making'). Council will not accept any liability for personal comments, including online posts and comments, or personal media releases. Councillors are encouraged to provide courtesy copies of their personal media releases, public comments or online posts to the Mayor and Manager Communications and Customer Service as soon as practical following publication.

Council will not resource the preparation or distribution of personal media releases or information, including social media posts, of a personal nature.

Councillors should advise the Mayor and Manager Communications and Customer Service of comments made to the media and of any media enquiries received to ensure a consistent, coordinated approach to media management throughout the organisation. Councillors should also provide a copy of any personal newsletters or statements to the Mayor and Manager Communications and Customer Service.

In accordance with Section 77 of the *Local Government Act 1989*, Councillors must not divulge confidential information to any other party, including the media, under any circumstance.

## **6.2 Protocol for Quoting In Media Releases, Media Responses and Public Statements**

The protocol for designating quotes in media releases, media responses (for the purposes of being designated as the Council spokesperson) and public statements is as follows:

- a) Municipal-wide, policy-oriented, high profile and/or politically-sensitive issues are designated to the Mayor (or as delegated) as the principal spokesperson of the Council.
- b) Issues other than those included in (a) above; and connected and confined to a specific Ward(s) or geographic location are designated to the Ward Councillor(s).
- c) Issues arising from the workings of a Council Committee are designated to the Councillor who is the Chair of that committee. If there is no Chairperson, quotes are designated to the Mayor, or as delegated by the Mayor.
- d) Issues arising from the workings of an external Committee, on which a Councillor represents the Council, will be considered for media liaison and output when appropriate and aligned with a Council position.
- e) Operational and technical matters are designated to the Chief Executive Officer. The Chief Executive Officer may delegate this role to a Director, Manager, Coordinator, or specialist officer as appropriate.



Where a conflict arises from utilising this system of designating quotes, the default position will be to revert to the Mayor as the principal spokesperson of Council.

In the development of issue-specific communication strategies/plans, Council may vary the above protocol for designating spokesperson responsibilities.

### **6.3 Proactive and Reactive Media Activity**

#### **6.3.1 Proactive Media Activity**

Proactive media activity is pre-planned, coordinated media activity. Any proactive media undertaken must comply with the provisions 6.1 above and the Councillors' Code of Conduct.

The Mayor, as the principal spokesperson of Council, and the Manager Communications and Customer Service should be informed of all proactive media activity to ensure Council's messages are consistent, and aligned with agreed positions.

#### **6.3.2 Reactive Media Activity**

Reactive media activity occurs when the Council or a Councillor is contacted by a media agent for comment or information.

Once a Councillor has responded to a media enquiry he/she is encouraged to inform both the Mayor and the Manager Communications and Customer Service to ensure a consistent approach to all media enquiries.

Councillors are encouraged to seek assistance from the Communications team, if required, in responding to the media.

If the Councillor is unable to comment on any issue in responding to a media enquiry, they are urged to direct the media agent to Council's Communications team, who will arrange a response to the enquiry.

### **6.4 Committees**

Media activity arising from the workings of a Council committee is designated to the Councillor who is the Chair of that committee. If there is no Chairperson, media activity is designated to the Mayor, or as delegated by the Mayor.

If the Committee plans media activity dealing with matters that are by their nature high profile, municipal-wide, politically sensitive issues, the Mayor is to be informed in advance of the proactive media activity, and where appropriate, included in the activity.

Council Committees shall only initiate and/or participate in media activity on matters that are supported by an express Council resolution, strategy, position, plan or policy, and within the Committee's terms of reference.

Councillors who are Chairs or members of external committees by way of Council appointment, must make it expressly clear when engaging in media activity that they are acting as representatives of such external committees, and not Council. Councillors should avoid engaging in media activity on behalf of an external committee where any position to be advocated will conflict with Council's policies, position, strategies, plans or resolutions.

Councillors are required to inform the Mayor and the Manager Communications and Customer Service of any proactive or reactive media activity related to Committee activities.

### **6.5 Media Relationships**

Council aims to pursue proactive and positive relationships with local journalists and media agencies.

Positive, proactive relationships are an important part of effective media relations. Any concerns with media agents should be directed through the Manager Communications and Customer Service.

### **6.6 Councillor Media Training**

Media training, including refresh media training, is encouraged for all Councillors. Council officers provide media training opportunities for all Councillors on request.

### **6.7 Photo Opportunities**

Photo opportunities are allocated in the same format as media contact, described in clause 6.2.

Where a project or initiative is located on or close to a Ward boundary, all relevant Councillors will be invited to participate in the 'joint' photo opportunity.

### **6.8 Protocol for online and social media activity and support**

Councillors are encouraged to use social media in support of their role, with the following guidelines to be applied:

- a) Use of the Councillor title is permitted in the Councillor profile account name (eg. @CrMarySmith on Twitter or Cr Mary Smith on Facebook).
- b) Training and/or familiarisation with social media is encouraged prior to the use of social media by individual Councillors.
- c) The Knox logo is not to be used on a personal Councillor social media profile or account.
- d) Any comments of a personal nature must be indicated as such in the content posted.
- e) Photographs owned and managed by Knox Council cannot be used in a Councillor's personal social media presence and content, as well as in other printed material.
- f) Councillors may share content from the KCC social media site to their personal Councillor social media profile.

# KNOX POLICY



## COUNCILLOR MEDIA POLICY

<b>Policy Number:</b>	2004/17	<b>Directorate:</b>	Corporate Development
<b>Approval by:</b>	Council	<b>Responsible Officer:</b>	Manager <del>Corporate</del> Communications <u>and Customer Service</u>
<b>Approval Date:</b>	<del>9 April 2013</del> <u>TBA</u>	<b>Version Number:</b>	<del>4</del> <u>5</u>
<b>Review Date:</b>	9 April <del>2016</del> <u>2019</u>		

### 1. PURPOSE

The Councillor Media Policy provides a statement of Council's expectations of Councillors when dealing with the media and provides guidelines to effective media relations and contact.

The purpose of the Councillor Media Policy is to establish guidelines for media relations and dealing with the media to enable effective management of media contact, and to ensure Council's ~~corporate~~ reputation is upheld and promoted.

The objective of effectively managing all media contact is to positively promote the services and programs of Council, to mitigate negative perceptions, to inform the community, to promote the organisation and its services, and to provide a mechanism for the promotion of the role of Councillors in a good governance context. The policy also supports Council's commitment to meaningful community engagement, and is consistent with Council's approach to good governance.

### 2. CONTEXT

An important part of a Councillor's role is dealing with the media. This involvement may be both proactive and reactive. A clear statement of Council's expectations of Councillors when dealing with the media is important for the promotion of good governance and upholding a strong, positive community image.

Council's ~~corporate~~ image is a valuable asset and the media assists in informing the community of local and Council issues, and if managed appropriately, can support the positive image of Council and Councillors.

### 3. SCOPE

This policy applies to all Councillors and ~~supersedes all previous policies, statements and guidelines relating to Councillors' involvement with the media.~~

**Attachment B Councillor Media Policy (tracked changes)**

~~The policy~~ works in ~~collaboration~~ conjunction with the Councillors' Code of Conduct.

**4. REFERENCES**

**4.1 Council Plan**

- Effective Governance

**4.2 Relevant Legislation**

- Local Government Act 1989
- Meeting Procedure and Use of Common Seal Local Law 2008.

**4.3 Charter of Human Rights**

- This policy has been assessed against and complies with the charter of Human Rights.

**4.4 Related Council Policies**

- Councillor Code of Conduct
- ~~Staff Media Policy~~
- Staff Social Media Policy
- Election Period Policy

**4.5 Related Council Procedures**

- ~~Councillor Media Procedure~~

**5. DEFINITIONS**

In this Policy:

<i>Media</i>	is defined as all associates of electronic and print media organisations, including: <ul style="list-style-type: none"><li>• Newspapers</li><li>• Community newsletters</li><li>• Television and radio</li><li>• Magazines and professional journals</li><li>• Freelance journalists</li><li>• Online media <u>professionals</u></li></ul>
<i>Media release</i>	is a written statement prepared by Council that contains information to be made available to media.
<i>Media response</i>	is a written statement that responds to specific question/s sought by a media agent. A media response is <del>only</del> provided to the instigator and <del>is not generally available for general release to other media outlets</del> <u>when similar enquiries are made.</u>
<i>Media invitation</i>	is an invite to a media <del>agent/or and their</del> <u>photographer/representative</u> to attend a Council event for the purpose of promoting its success.
<i>Feature Article</i>	is an unsolicited written article targeted to specific media such as industry journals and magazines.

**Attachment B Councillor Media Policy (tracked changes)**

<i>Personal Comment</i>	means a Councillor providing a statement to the media that reflects a personal position, which may differ from Council's position.
<i>Personal Media Release</i>	means a written media release that is prepared by a Councillor that reflects a personal position, which may differ from Council's position.

**6. COUNCILLOR MEDIA POLICY**

**6.1 Official Spokesperson and Councillors**

**6.1.1 Mayor as Official Spokesperson**

The Mayor is the principal spokesperson of Council and is allowed opportunity to be sole spokesperson in relation to Council positions, policies and decisions and issues pertaining to municipal-wide matters, initiatives and advocacy.

The Mayor may choose to delegate the role of spokesperson to another Councillor or the Chief Executive Officer.

The Mayor is encouraged to recognise the work and activities of other Councillors.

The Chief Executive Officer is the principal spokesperson for operational and technical matters.

**6.1.2 Councillors**

A Councillor may:

- -Engage with the media in support of a formal Council position. The designation of the Mayor as the principal spokesperson must be respected in this regard.
- As a Committee Chair, engage with the media in accordance with clause 6.4 of this policy.
- As a Ward Councillor, engage with the media in accordance with clause 6.2 of this policy.
- Provide a personal comment to the media within the context of the Councillors' Code of Conduct, making it expressly clear that the comment is personal and not necessarily the view of Council.
- Within the overall context of the Councillors' Code of Conduct, prepare and distribute a personal media release that is reflective of their personal position, which may differ from Council's position.
- Establish a social media account for personal public statements in accordance with Clauses 6.2 and 6.8 of this policy and the Councillor Code of Conduct.
- Seek assistance from Council staff for the establishment of a social media account and its use in line with best practice online. The Corporate Communications and eServices departmentsteam should be notified of any the establishment of an account.

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Councillors must at all times respect and honour the Councillors' Code of Conduct when engaging with the media, extracted as follows:

## Attachment B Councillor Media Policy (tracked changes)

*“There may be times when we individually disagree with a majority decision of Council and want to advise the community. As individual Councillors, we are entitled to express our own independent views. In doing so, we must not reflect negatively on individual Councillors.”* (extract from Councillor Code of Conduct, p.2, ‘Communication and Decision Making’). Council will not accept any liability for personal comments, including online posts and comments, or personal media releases. Councillors are encouraged to provide ~~a~~ courtesy ~~copy~~ copies of their personal media releases, public comments or online posts to the Mayor and Manager ~~—Corporate—~~ Communications and Customer Service as soon as practical following ~~dissemination~~ publication.

Council will not resource the preparation or distribution of personal media releases or information, including social media posts, of a personal nature.

Councillors should advise the Mayor and Manager ~~—Corporate—~~ Communications and Customer Service of comments made to the media and of any media enquiries received to ensure a consistent, coordinated approach to media management throughout the organisation. Councillors should also provide a copy of any personal newsletters or statements to the Mayor and Manager Communications and Customer Service.

In accordance with Section 77 of the *Local Government Act 1989*, Councillors must not divulge improper confidential information to any other party, including the media, under any circumstance.

### 6.2 Protocol for Quoting In Media Releases, Media Responses and Public Statements

The protocol for designating quotes in media releases, media responses (for the purposes of being designated as the Council spokesperson) and public statements is as follows:

- a) Municipal-wide, policy-oriented, high profile and/or politically-sensitive issues are designated to the Mayor (or as delegated) as the principal spokesperson of the Council.
- b) Issues other than those included in (a) above; and connected and confined to a specific Ward(s) or geographic location are designated to the Ward Councillor(s).
- c) Issues arising from the workings of a Council Committee are designated to the Councillor who is the Chair of that committee. If there is no Chairperson, quotes are designated to the Mayor, or as delegated by the Mayor.
- d) Issues arising from the workings of an external Committee, on which a Councillor represents the Council, will be considered for media liaison and output when appropriate and aligned with a Council position.
- e) Operational and technical matters are designated to the Chief Executive Officer. The Chief Executive Officer may delegate this role to a Director, Manager ~~or~~, Coordinator, or specialist officer as appropriate.

Where a conflict arises from utilising this system of designating quotes, the default position will be to revert to the Mayor as the principal spokesperson of Council.

In the development of issue-specific communication strategies/plans, Council may vary the above protocol for designating spokesperson responsibilities.

## Attachment B Councillor Media Policy (tracked changes)

### 6.3 Proactive and Reactive Media Activity

#### 6.3.1 Proactive Media Activity

Proactive media activity is pre-planned, coordinated media activity. Any proactive media undertaken must comply with the provisions 6.1 above and the Councillors' Code of Conduct.

The Mayor, as the principal spokesperson of Council, and the Manager - ~~Corporate~~ Communications and Customer Service should be informed of all proactive media activity to ensure Council's messages are consistent, and aligned with agreed positions.

#### 6.3.2 Reactive Media Activity

Reactive media activity occurs when the Council or a Councillor is contacted by a media agent for comment or information.

Once a Councillor has responded to a media enquiry ~~they~~ he/she is/are encouraged to inform both the Mayor and the Manager ~~Corporate~~ Communications and Customer Service to ensure a consistent approach to all media enquiries.

Councillors are encouraged to seek assistance from the ~~Corporate~~ Communications Departmentteam, if required, in responding to the media.

If the Councillor is unable to comment on any issue in responding to a media enquiry, they are urged to direct the media agent to Council's ~~Corporate~~ Communications Departmentteam, who will arrange a response to the enquiry.

### 6.4 Committees

Media activity arising from the workings of a Council committee is designated to the Councillor who is the Chair of that committee. If there is no Chairperson, media activity is designated to the Mayor, or as delegated by the Mayor.

If the Committee plans media activity dealing with matters that are by their nature high profile, municipal-wide, politically sensitive issues, the Mayor is to be informed in advance of the proactive media activity, and where appropriate, included in the activity.

Council Committees shall only initiate and/or participate in media activity on matters that are supported by an express Council resolution, strategy, position, plan or policy, and within the Committee's terms of reference.

Councillors who are Chairs or members of external committees by way of Council appointment, must make it expressly clear when engaging in media activity that they are acting as representatives of such external committees, and not Council. Councillors ~~must~~ should avoid engaging in media activity on behalf of an external committee where any position to be advocated will conflict with Council's policies, position, strategies, plans or resolutions.

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## Attachment B Councillor Media Policy (tracked changes)

Councillors are required to inform the Mayor and the Manager ~~–Corporate~~ Communications [and Customer Service](#) of any proactive or reactive media activity related to Committee activities.

### 6.5 Media Relationships

Council aims to pursue proactive and positive relationships with local journalists and media agencies.

Positive, proactive relationships are an important part of effective media relations. Any ~~grievances–concerns~~ with media agents should be directed through the Manager ~~–Corporate~~ Communications [and Customer Service](#).

### 6.6 Councillor Media Training

Media training, including refresh media training, is encouraged for all Councillors. Council officers provide media training opportunities for all Councillors on request.

### 6.7 Photo Opportunities

Photo opportunities are allocated in the same format as media contact, described in clause 6.2.

Where a project or initiative is located on or close to a Ward boundary, all relevant Councillors will be invited to participate in the 'joint' photo opportunity.

### 6.8 Protocol for online and social media activity and support

Councillors are encouraged to use social media in support of their role, with the following guidelines to be applied:

- a) Use of the Councillor title is permitted in the Councillor profile account name (eg. @CrMarySmith on Twitter or Cr Mary Smith on Facebook). ~~This may continue as an honorary title during a~~.
- b) Training and/or familiarisation with social media is encouraged prior to the use of social media by individual Councillors.
- c) The Knox logo is not to be used on a personal Councillor social media profile or account.
- d) Any comments of a personal nature must be indicated as such in the content posted.
- e) Photographs owned and managed by Knox Council cannot be used in a Councillor's personal social media presence and content, as well as in other printed material.
- f) Councillors may share content from the KCC social media site to their personal Councillor social media profile.

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## ALL WARDS

## 4. NDIS FEASIBILITY ASSESSMENT PROJECT

**SUMMARY:** *Acting Director – Community Services (Kathy Parton)*

*On 10 May 2016, Council was presented with an overview of the analysis undertaken of the impact of the National Disability Insurance Scheme (NDIS) on its Early Childhood Intervention Service (ECIS) and NDIS eligible Home and Community Care (HACC) Services.*

*Council considered the findings of this assessment and the proposed recommendations regarding the role Council can best play on behalf of the Knox community, with the implementation of the NDIS in November 2017.*

*At that time, Council resolved its preferred option for further consideration was for Council to not become an NDIS service provider, to cease delivery of ECIS and NDIS eligible HACC services and to focus Council's activity on municipal planning, advocacy, coordination and action to enhance access and inclusion for people with disabilities in Knox.*

*The preferred option for consideration included working with the Illoura Committee to identify opportunities for the committee to play a role in supporting families into the future, as well as investigating the potential to use the Illoura facility as a community and service centre for families, children with additional needs and possibly NDIS service providers.*

*A consultation process was conducted for both related staff and members of the public from 12 to 28 May to seek feedback on these recommendations and Council's preferred option including its role in the future as the NDIS is implemented within the Knox municipality.*

*Overall, the consultation process has confirmed strong support for Council's preferred option and an alignment to the findings of the feasibility analysis.*

*This report presents the summary of findings from the recently completed NDIS staff and community consultation, recommendations for Council consideration and a draft directions framework and resource plan to support implementation of Council's preferred option.*

**4. NDIS Feasibility Assessment Project (cont'd)****RECOMMENDATION**

**That Council:**

- 1. Note the findings from the staff and community consultation process outlined in this report and Appendix A regarding Council's preferred option to not proceed to become an NDIS service provider, to cease delivery of ECIS and NDIS eligible HACC services, and to focus Council's activity on municipal planning, advocacy, coordination and action to enhance access and inclusion for people with disabilities.**
- 2. Approves the following:**
  - a. Council does not become an NDIS service provider and cease ECIS and NDIS eligible HACC services and that this includes:**
    - Cessation of the direct delivery of the Illoura Early Childhood Intervention Service (ECIS) as of the end of February 2017;**
    - Supporting NDIS eligible HACC clients to transition to identified NDIS providers;**
    - Continuing to deliver services to people under 65 and over 65 years of age under the current Home and Community Care (HACC) Program and Commonwealth Home Support Programme (CHSP) funding and service agreements;**
    - Council working with the relevant Government departments to ensure existing service users for ECIS and NDIS eligible HACC services are supported through the service transition process;**
  - b. Council explores the opportunities for the future use of the Illoura facility as a disability focused centre supporting children, families, carers and people with disabilities in Knox and works with the Illoura Committee to explore the options for the long term use of the facility;**
  - c. Council works in partnership with the Illoura Committee to support the group to develop its community support role into the future;**
  - d. Council's role with the implementation of NDIS will be a continued and strengthened municipal leadership role in planning, advocacy, coordination and action to enhance access and inclusion for people with disabilities across all life stages within Knox;**

**4. NDIS Feasibility Assessment Project (cont'd)****Recommendation (cont'd)**

- e. Approve the short term allocation of project management and resources for 2016-17 to implement the changes as outlined in Section 5 of this report;**
- f. Note the initial Directions framework and resource plan as provided in Appendix B, which will be subject to further detailed development and receive a further report outlining the detailed NDIS Directions plan by February 2017; and**
- g. Authorise the CEO to advise staff, families, clients, Department of Health & Human Services and Department of Education and Training, NDIA and the community of this decision.**

**1. INTRODUCTION**

On May 10 2016, following the completion of a feasibility analysis relating to Council considering becoming a National Disability Insurance Scheme (NDIS) service provider, Council considered four options relating to the best role for Council to play in response to the impact of the introduction of the NDIS in Knox in November 2017. The four options considered were as follows:

- 1. Changing Council's current ECIS service to meet the new requirements;
- 2. Creating a new and separate ECIS service that Council would establish, but not operate;
- 3. Become a larger service provider for NDIS by providing a bigger range of services;
- 4. Not becoming an NDIS service provider, no longer provide ECIS services or services to HACC clients under 65 years of age who are eligible for an NDIS package and instead take a stronger role in planning and supporting people with disabilities and additional needs, their families and carers, to create opportunities and experiences that add to quality of life in Knox.

As outlined in the Council report on 10 May 2016, detailed analysis was undertaken of the four options using six guiding principles to assess the strengths, weaknesses, risks and opportunities associated with each option.

#### **4. NDIS Feasibility Assessment Project (cont'd)**

##### **1.1 Feasibility Assessment Findings**

The investigation showed that there is a higher level of risk with being a NDIS provider and that the service models required as an NDIS provider would require significant up-front investment and systems changes that would not be financially sustainable and would not meet National Competition Policy (NCP) requirements.

Specifically:

- There will be significant changes in the disability, early years and aged care sectors as the NDIS service system is implemented in the Knox community. In particular, some of these changes will begin as early as November 2016, when referral pathways and processes for ECIS children will change from the current Central Intake system. Council would need to make significant changes and investment to shift to the new NDIS business model.
- Council's municipal role in promoting, coordinating and advocating for access and inclusion for all people with disabilities and additional needs would be limited if it became an NDIS service provider.
- It is clear that services will be pushed towards competing with one another in a market driven service system.
- Children and families already have access to a wide choice of providers to meet their individual needs and choices in the Eastern Region which includes the Knox community.
- The amount of providers in the Eastern Metropolitan Region is expected to increase as the market expands. Knox currently has 14 State funded ECIS providers and four Early Education programs operating and available to the community.
- Council would find it very difficult to meet its NCP and Local Government Act obligations and at the same time, provide affordable services to the community if it were to become an NDIS service provider.
- Council has a responsibility and expertise in a municipal planning, advocacy and capacity building role to support and advance the whole of community's access and inclusion for people with disabilities, including children and families.

#### **4. NDIS Feasibility Assessment Project (cont'd)**

On the basis of this analysis, Council determined its preferred direction to consider option 4 as the most feasible and appropriate option for Council to consider, in responding to the implementation of the National Disability Insurance Scheme (NDIS) as follows:

- a. That Council does not become an NDIS service provider, and subject to consultation, cease delivery of ECIS and NDIS eligible HACC services;
- b. In considering this option, Council would ultimately work with the National Disability Insurance Agency and its associated transition agencies to ensure existing service users are supported through the service transition process;
- c. That Council work with the Illoura Committee Inc. to explore opportunities for supporting children with disabilities and their families if Council determines not to continue as an ECIS NDIS service provider;
- d. That Council continues to deliver services to people under 65 and over 65 years of age under the current Home and Community Care (HACC) Program and Commonwealth Home Support Programme (CHSP) for people over 65 years of age, under current arrangements; and
- e. Council focuses its activities on continuing and strengthening its municipal leadership role in planning, advocacy, coordination and action to enhance access and inclusion for people with disabilities in Knox.

Council determined to consider the feedback on this preferred direction through a staff and public consultation process to be undertaken between 12 May to 28 May 2016, and to make a final decision on its future direction at the 14 June 2016 SPC Council meeting.

This report provides an overview of the feedback received from the consultation process and provides recommendations for Council's future direction for its role and activities within the NDIS as it is implemented within Knox.

## **2. DISCUSSION**

### **2.1 An overview of the National Disability Insurance Scheme**

The National Disability Insurance Scheme (NDIS) is the new way of providing individualised support for people with disability, their families and carers. The NDIS is an insurance model that provides eligible people a flexible, whole-of-life approach to the support needed to pursue their goals and aspirations and participate in daily life.

#### 4. **NDIS Feasibility Assessment Project (cont'd)**

The NDIS model has three critical levels, or tiers, of activity as follows:

1. General community support, advocacy and inclusion activities (Tier 1 -similar to Council's work through the Knox Access and Inclusion Plan for People with Disabilities).
2. Information, Linkages and Capacity Building programs (Tier 2 - ILC). Council's continued and strengthened role in planning and advocacy to ensure community access to services and resources for all citizens with disability aligns with this aspect of the NDIS.
3. NDIS direct service provision (Tier 3). This is the direct service provision tier which will involve eligible people purchasing the services and other supports (including equipment) which they have identified and prioritised to support their needs.

This new client purchasing model will mean NDIS disability services will not be block funded through grants but rely on service users choosing to purchase their services. The NDIS aims to build a competitive market of quality and affordable services for NDIS eligible people.

The NDIS will stimulate significant change to the disability services sector, in particular this will involve:

- Cessation of block-based funding for service providers and introduction of Individual Funding Packages for eligible individuals;
- Individuals will have increased choice and control over where to purchase services and supports; and
- A market-driven service system.

##### **2.2 NDIS – Information, Linkages and Capacity Building (ILC)**

The Information, Linkages and Capacity Building (ILC) component of the NDIS will provide information, linkages and referrals to connect people with disability, their families and carers, with appropriate supports. This program will provide capacity building supports for people with disability who are not eligible for an NDIS package. ILC will also promote service collaboration and partnership across disability services to improve outcomes for people with disability.

#### **4. NDIS Feasibility Assessment Project (cont'd)**

The ILC policy framework describes five “streams” of ILC as follows:

- 1) Information, Linkages and Referrals
- 2) Capacity building for mainstream services
- 3) Community awareness and capacity building
- 4) Individual capacity building
- 5) Local Area Coordination (LAC)

The ILC and associated LAC arrangements will not be at a single Local Government Area (LGA) level but operate across a wider NDIS region.

The ILC is closely aligned to Council’s existing municipal leadership role in implementing initiatives to promote access and inclusion for all people with disabilities.

It is understood from the ILC framework that Council’s municipal role in promoting, coordinating and advocating for access and inclusion for all people with disabilities across all life stages would prevent Council from operating as an NDIS service provider.

#### **2.3 Staff and Community Consultation Findings**

The staff and community consultation on Council’s role in the NDIS commenced on 12 May 2016 and concluded on 28 May 2016. This followed earlier consultation processes on the options available to Council. A range of consultation methods and mechanisms were established to ensure community stakeholder and broad community feedback contribute to Council consideration of this matter. Detail regarding the community consultation process is outlined in section 3 of this report.

While there were some people who expressed concern about Council not becoming a direct NDIS service provider the consultation process generally has confirmed support for Council’s preferred option of strengthening its broad municipal leadership role in promoting access and inclusion for people with disabilities. Staff generally understood the Council’s reasons for the consideration of option 4. The feedback highlighted the following proposed roles for Council:

- Strengthening municipal access and inclusion planning, coordination, support, information and advice to support people of all life stages within Knox;
- Service planning and service system gap analysis in partnership with relevant government departments;
- Supporting individuals and families as they transition to NDIS services in Knox;

#### **4. NDIS Feasibility Assessment Project (cont'd)**

- Continuing the use of the Illoura facility as a community facility that supports disability activities and services;
- Continuing to provide longer term support to the Illoura Committee as a parent and community support organisation; and
- Continuing to deliver services to non NDIS eligible people under 65 and over 65 years of age under the current Home and Community Care (HACC) Program and Commonwealth Home Support Programme (CHSP) funding and service agreements.

Refer Appendix A – Community Consultation Outcomes Report provides an overview of both the consultation process and findings.

#### **2.4 Council's Municipal Strategic Leadership Model**

As a local government authority, Council has a unique role and capacity to play an important municipal leadership role for people with disabilities living in Knox. Council has a long history and strong track record in providing leadership to promote a range of initiatives, programs and services to improve access and inclusion for people with disabilities. Current examples include the Knox Disability Advisory Committee, inclusion within Early Years services, A Guide for People with Disability and Aged Services publication and International Day for people with disabilities events.

Council's strengths, expertise and experience mean it is well suited to participate in the NDIS through the Information, Linkages and Capacity Building program that will be part of the NDIS.

The diagram in Appendix C represents a proposal on how Council can play an important municipal leadership role across the three NDIS tiers while at the same time not being a direct NDIS direct service provider.

#### **2.5 Proposed Future Direction**

The analysis and subsequent staff and community consultation process has indicated that the most appropriate role for Council within the new NDIS service environment is to focus its activity and investment in the municipal leadership role to improve access and inclusion for people with disabilities and special needs and not to proceed to become an NDIS direct service provider.



#### 4. NDIS Feasibility Assessment Project (cont'd)

Council will need to consider how this change can be best implemented over the medium and longer term as the NDIS commences in Knox over 2017. If supported by Council the change would include the following:

- i) Implementing a process to cease it's current ECIS and NDIS HACC eligible services and to support existing service users to successfully transition to other service providers;
- ii) Supporting staff in accordance with Council's Enterprise Agreement;
- iii) Developing an action and resource plan to continue and strengthen its municipal leadership and community support role in relation to promoting access and inclusion for people with disabilities, special needs and their families/carers in the medium and longer term; and
- iv) Implementing a Direction Plan subject to Council approval in early 2017.

To assist with this proposed planning, a Directions Framework has been developed to identify the key focus areas and activities which would be required to implement the recommended direction. This Framework informs consideration of a resource plan.

The Directions Framework includes the following stages of activity namely:

Stage 1 Exit NDIS Eligible Services

Stage 2 Planning for Council's Strategic Leadership Role

Stage 3 Implementing Council's Strategic Leadership Role

It also highlights key focus areas for action:

- Activities to support the successful transition of families and children from the current Illoura ECIS service to new ECIS service providers as well as transition support for HACC NDIS eligible clients;
- Working in partnership with the Illoura Committee Inc. to support them to develop and their desired future role as a Knox wide parent and community support group for families with children with special needs and disabilities;
- Undertaking detailed planning to support the establishment of a strengthened municipal model, including exploring a range of activities such as community information provision, implementing access and inclusion initiatives, a possible annual disability grants program, service system analysis, strengthening and advocacy activities.

#### **4. NDIS Feasibility Assessment Project (cont'd)**

- Working with the NDIA, service providers and the community to identify priority issues for the Knox community which will inform roll out of NDIS within Knox, identify any gaps of concern and identify the best way for Council to complement and not duplicate NDIS related initiatives.
- Staff will be involved in the transition process and supported in accordance with Enterprise Agreement 9.

An initial resource plan has been developed for Council consideration to support implementation of Council's preferred NDIS direction.

The resource requirements are included in Appendix B (and section 5 of this report) as follows:

1. Temporary staff resources to effectively implement the changes required to cease delivery of the ECIS and NDIS eligible HACC services;
2. Temporary staff and program resources to identify options for the Illoura facility and to work with the Illoura Committee to support them to plan for their desired future role as a family, parent and community support group; and
3. Temporary staff resources to develop a more detailed plan for the strengthened municipal leadership role into the future.

Subsequent consideration of longer term resources to implement the municipal leadership role will be dependent on detailed planning to be undertaken and considered by Council in early 2017.

#### **3. CONSULTATION**

A public consultation process to seek feedback on Council's NDIS preferred option commenced on 12 May through to 28 May 2016.

The public consultation period included:

- Development and distribution of a community consultation paper, questions and answers fact sheets, NDIS brochures, community and staff feedback forms for ECIS clients and families, HACC clients, Local MPs, Disability Service Providers and Relevant Council staff.

#### 4. NDIS Feasibility Assessment Project (cont'd)

- Staff and Community Consultation and Feedback sessions including:
  - Knox Disability Advisory Committee
  - HACC Staff Forum
  - Knox Active Ageing Advisory Committee
  - Special Combined Advisory Committee
  - Illoura Committee meetings
  - Knox Disability Network
  - Family and Children's Services Staff Conference
- A public submissions process
  - Commenced Monday 23 May (6:00pm – 9:00pm) and concluded Saturday 28 May 2016 (9:00am – 12:00pm)
- Communication was also encouraged through both web and social media mediums including Facebook, Twitter and Website links. The table below outlines the mechanisms used and community participation.

The total feedback received from staff and community members in addition to verbal feedback received at the Community Consultation and Feedback sessions was:

Verbal submissions	5
Web submissions	7
Written submissions	35
<b>Total</b>	<b>47</b>

Illoura Service Users	10
Disability Service Providers	5
HACC Service Users	19
Community members	9
ECIS Illoura/Staff*	2
Other Feedback	1
HACC Staff (informal)	15

\* Note there were two written submissions from Illoura. One of these written submissions was representative of views from all Illoura staff. These submissions have been presented to Council as part of their consideration process. Refer Confidential Appendices D and E.

It is proposed that following Council's decision regarding its future role in NDIS if Council proceed with option 4, processes will be established to inform and discuss Council's approved direction with relevant staff, key stakeholders and the Knox community, particularly those involved in the NDIS Community Consultation process.

Processes for staff options and entitlements will align with the requirements outlined within Council's Enterprise Agreement 9.

#### 4. **NDIS Feasibility Assessment Project (cont'd)**

##### **4. ENVIRONMENTAL/AMENITY ISSUES**

There are no direct environmental impacts relating to this report. In considering the recommended option for the future of the Illoura ECIS service Council would consider the opportunities for the Illoura facility located in Ferntree Gully to continue to be used as a disability support centre for children, families and disability service providers.

##### **5. FINANCIAL & ECONOMIC IMPLICATIONS**

The rollout of the NDIS will provide significant economic benefit across Victoria as the additional investment in disability services provides eligible people with funded packages to purchase a range of services and supports from providers they select. In addition to the progressive development of the market to respond to this new delivery and demand model over the next ten (10) years, it is anticipated that the workforce will further develop, with a particular focus on increased workforce participation by people with disability.

Consideration of Council's capacity to become a service provider under NDIS has required consideration of investment strategies that would be required to establish new service delivery models and activity to meet Council's obligations under National Competition Policy (NCP) and the Local Government Act (LGA).

Council has allocated \$165,000 in 2015-16 to undertake this business case and feasibility analysis and the associated community consultation process. The analysis has provided an assessment of the estimated initial investment and ongoing costs, as well as the key policy issues which need to be considered for the various options to assist Council to make decisions about the future direction for Council's role within the new NDIS environment

If Council decides to proceed with the preferred option (option 4) it will also need to consider the resources required to implement the changes. This will comprise the temporary costs of ceasing the ECIS and HACCC services to ensure support for service users and staff. It will also involve consideration of resources to continue and strengthen its municipal leadership role.

To enable Council's preferred option to be implemented a resource plan has been developed for consideration. During 2016/17 this would focus on:

- Temporary transition support funding to support exit of NDIS eligible services \$225,000;
- Temporary funding to support planning for Council's strategic leadership role \$130,000.

#### **4. NDIS Feasibility Assessment Project (cont'd)**

It is proposed that if Council decides to approve the proposed recommendation on its future role in NDIS, Council would conclude the ECIS service by the end of February 2017. This would mean that Council would allocate unused funding for the Illoura ECIS program provided for in the 2016-17 budget to the temporary transition support activities required to ensure a successful transition for service users, the Illoura Committee and staff.

This resource would also be used to investigate the future options for the Illoura facility as a community centre for disability support activities and services and to develop a more detailed plan (including a proposed resource plan) for a strengthened municipal leadership role into the future for consideration by Council by early 2017.

It is proposed as part of the detailed directions plan to be presented to Council in February 2017, detail regarding the resource requirements in the 2017/18 year would be presented for consideration. In addition, funding opportunities available via external grants to support the implementation of Council's preferred option would be actively explored including investigation of funding and partnership opportunities which may be made available through the ILC element of the NDIS.

This plan would include Council considering the opportunities for reinvesting a portion of the funds currently included within the Long Term Financial Forecast for the Illoura ECIS program to provide resources for a strengthened municipal leadership role into the future. This would be subject to Council consideration of the detailed Future Directions Plan in February 2017.

#### **6. SOCIAL IMPLICATIONS**

The rollout of the National Disability Insurance Scheme (NDIS) represents a transformational change in the funding, planning and delivery of services for people with disability at a national level. The NDIS is a new way of providing individualised support for eligible people with permanent and significant disability, their families and carers. It will provide an all of life stages approach for people with disabilities where they can make decisions on the support they need to enable them to participate in their community and achieve their goals. This new service system promises to make a significant contribution to achieving Council's goals for an inclusive community as outlined in Council's Access and Inclusion Plan for People with Disabilities 2016.

Local Knox residents with a disability under 65 years of age will be involved with the introduction of the scheme into the City of Knox in November 2017 as they apply to access a package under NDIS and receive advice regarding their eligibility.

#### **4. NDIS Feasibility Assessment Project (cont'd)**

Eligible people with a disability will progressively transfer to the NDIS and those deemed ineligible will continue to receive support under the state funded HACC program for people with disability who are under 65 years.

The NDIS provides Council with an opportunity to continue and strengthen its leadership role to promote access and inclusion for people with disabilities and to ensure that the NDIS is implemented effectively within Knox to meet local needs. This would complement its work on the Knox Access and Inclusion Plan for People with Disabilities.

#### **7. RELEVANCE TO CITY PLAN 2013-17 (INCORPORATING THE COUNCIL PLAN)**

Council's consideration of its potential roles within the National Disability Inclusion Support Service contributes to the delivery of the City Plan objectives relating to Theme One – 'Healthy, Connected Communities' and Theme 5 - 'Democratic and Engaged Communities'.

Consideration of Council's role in relation to ECIS, HACC and disability inclusion support and capacity building relate to Council's broad role as a municipal planner for the Knox community and Council's objectives to enhance community health and wellbeing through the Integrated City Strategy.

#### **8. CONCLUSION**

The implementation of the NDIS is a significant reform in the disability support system and provides opportunities for an expanded and more secure range of choices for people with disabilities, their carers and families through all 'life stages'. It also heralds a new approach to strengthening initiatives to ensure access and inclusion for people with disabilities within the community.

The NDIS involves a change to the way services are provided and the ways that people make choices to suit their needs and access the services and support that best suit them.

Council has considered the impact of the National Disability Insurance Scheme (NDIS) on its Early Childhood Intervention Service (ECIS) and NDIS eligible Home and Community Care (HACC) services.

Council has undertaken a feasibility analysis to examine the feasibility of Council becoming an NDIS Service provider and considering the role Council can best play on behalf of the Knox community, with the implementation of the NDIS.

#### 4. **NDIS Feasibility Assessment Project (cont'd)**

Council assessed four options and considered six guiding principles to assess the strengths, weaknesses, risks and opportunities associated with each option. The analysis identified option 4 as the most feasible and appropriate option for Council to consider. This option involves Council not becoming an NDIS service provider, ceasing delivery of ECIS and NDIS eligible HACC services, and focusing Council's activity on the municipal planning, advocacy, coordination and action to enhance access and inclusion for people with disabilities in Knox.

Council undertook a staff and public consultation process to seek feedback on this preferred option between 12 May to 28 May 2016. Overall consultations confirmed support for Council's preferred option. Illoura staff understood the challenges facing the service moving forward.

This report provides a summary of findings from the NDIS Staff and Community Consultation, a draft direction and resource plan to support implementation of Council's preferred option. The recommendations and directions plan, will ensure Council meets its obligation under National Competition Policy (NCP) and the Local Government Act (LGA) as well as focusing its activity on its municipal leadership role.

Following Council's decision regarding its future role in NDIS an information and consultation process will be established to inform relevant staff and key stakeholders of Council's approved direction in NDIS.

It is proposed that in February 2017, Council receive a further report outlining the detailed NDIS Directions Plan.

#### **9. CONFIDENTIALITY**

This report contains confidential Appendices D and E comprising personal information and of a personnel nature.

**Report Prepared By: *Acting Director – Community Services  
(Kathy Parton)***

**Report Authorised By: *Acting Chief Executive Officer  
(Kerry Stubbings)***

# *NDIS Staff and Community Consultation Outcomes Report*

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*June 2016*





## Summary

In November 2015, Council approved funding to undertake a comprehensive analysis of Council's capacity and the associated implications to become a viable National Disability Insurance Scheme (NDIS) service provider for Early Childhood Intervention Service (ECIS) and for NDIS eligible Home and Community Care (HACC) service users.

Following consideration of this analysis, Council determined to commence a public consultation process to consider the preferred option to;

*Not becoming an NDIS service provider, no longer provide ECIS services or services to HACC clients under 65 years of age who are eligible for an NDIS package and instead take a stronger role in planning and supporting people with disabilities and additional needs, their families and carers, to create opportunities and experiences that add to quality of life in Knox.*

The outcome from the consultation confirmed overall support for the preferred option. Feedback provided further advice confirming the high trust and confidence in Council's continuing role to plan advocate and support enhanced opportunities for children, young people and adults with disabilities, their families and carers living in Knox.

Priority areas identified for Council's focus included;

- Access and Inclusion to universal services and activities
- Information Coordination and Service System Strengthening
- Service and Support Needs to address a range of program and service needs
- Continued disability focus for the Illoura Facility in Ferntree Gully

## Introduction

In November 2015, Council approved funding to undertake a comprehensive analysis of Council's capacity and the associated implications to become a viable National Disability Insurance Scheme (NDIS) service provider for Early Childhood Intervention Service (ECIS) and for NDIS eligible Home and Community Care (HACC) service users.

The NDIS is the new way of providing individualised support for people with disability, their families and carers. The NDIS is an insurance model that provides eligible people a flexible, whole-of-life approach to the support needed to pursue their goals and aspirations and participate in daily life. The introduction of NDIS will change the way services are provided and the ways that people make choices to suit their needs and access the services and support that best suit them.

The NDIS is due to be progressively rolled out in Victoria as of July 2016 and will commence within Knox from November 2017.

At the Strategic Planning Committee held on the 10 May 2016, Council considered the analysis undertaken to examine the feasibility of Council becoming an NDIS service provider and the implications for Council's broader role in municipal leadership to promote access and inclusion for people with disabilities in Knox.

Following consideration of this analysis Council identified its preferred option to;

*Not becoming an NDIS service provider, no longer provide ECIS services or services to HACC clients under 65 years of age who are eligible for an NDIS package and instead take a stronger role in planning and supporting people with disabilities and additional needs, their families and carers, to create opportunities and experiences that add to quality of life in Knox.*

Council further determined to undertake further consideration of this preferred option through a public consultation process before a final decision is made at the 14 June SPC meeting.

This report provides advice regarding the outcomes of the consultation process undertaken to assist and inform Council's final decision.

## Consultation Process

### Overview

The public consultation period commenced Thursday 12 May and concluded on Saturday 28 May. A range of opportunities were activated to enable ease of feedback for the community and staff involved in the delivery of the affected services. This included:

- Development and distribution of a community consultation paper and community feedback form
- Development and distribution of questions and answers (Q&A) fact sheets, NDIS brochures, feedback forms for ECIS and HACC staff and clients, families and carers.
- Letters to ECIS and HACC (under 65 years of age) services users, Local MPs, Disability Service Providers and Relevant Council staff.
- Consultation with representatives of Council and Community committees and networks and key stakeholder groups was undertaken including:
  - Knox Disability Advisory Committee
  - Knox Active Ageing Advisory Committee
  - Knox Disability Providers Network
  - Special Combined Advisory Committee
  - Illoura Committee
  - ECIS HACC and Community Wellbeing Staff consultation meetings
- Two public submissions hearings were held, on Monday the 23 May and Saturday the 28 May to provide submitters the opportunity to speak to a panel of Councillors regarding their written feedback and advice.
- Communication was also encouraged through both web and social media mediums including Facebook, Twitter and Website links.

## Response Rates

Engagement with the consultation process resulted in the following participation outcomes;

Written submissions	35
Web submissions	7
Client Contact	20
Community Contact-phone	3
Verbal submissions	5
<b>Total</b>	<b>70</b>

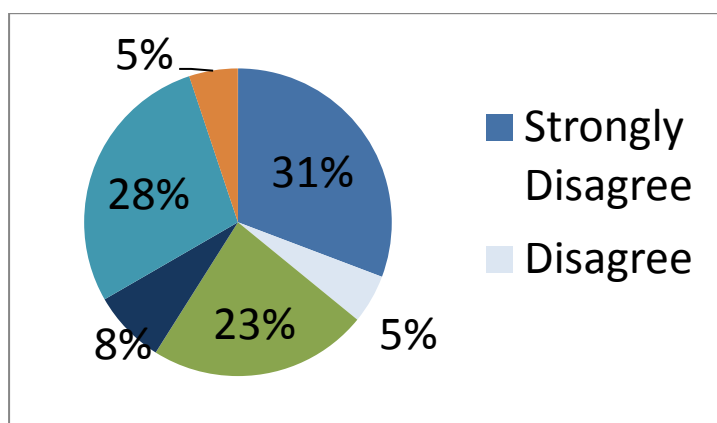
Council Website	<ul style="list-style-type: none"> <li>• 239 unique views of the NDIS page</li> <li>• 6 online submissions received</li> </ul>
Customer Service contacts	<ul style="list-style-type: none"> <li>• Nil</li> </ul>
Council Twitter	<ul style="list-style-type: none"> <li>• 631 views</li> </ul>
Council Facebook	<ul style="list-style-type: none"> <li>• 1679 people reached</li> <li>• 88 “clicked through” to the webpage and provided positive comments</li> </ul>

## Feedback

### Community Feedback

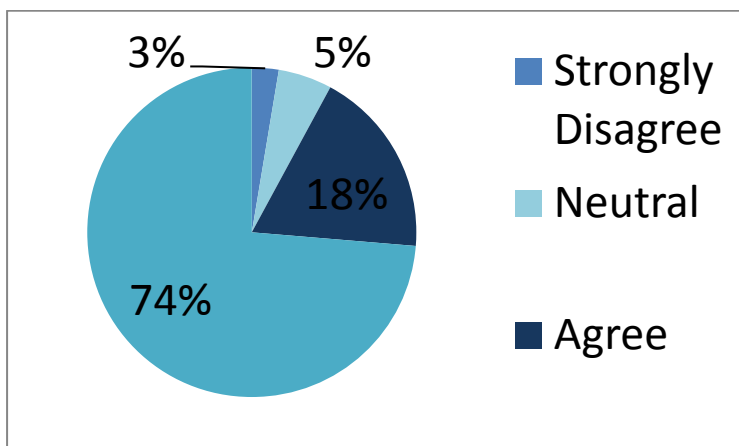
Council received thirty five (35) written submissions and seven (7) web submissions to the three (3) questions posed. The breakdown of responses to these questions is provided in the following graphs;

#### **1. Do you support Council not becoming an NDIS Service Provider?**

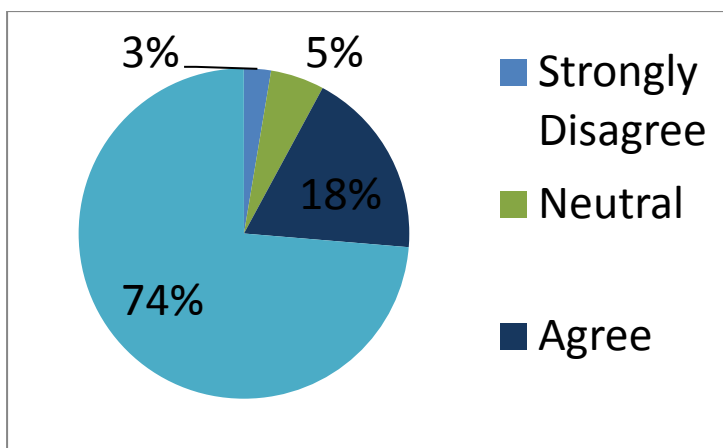


Note: Of the respondents that strongly disagreed to this question 10 also strongly agreed with Question 2 –to strengthen Council’s Leadership role.

**2. Do you support Council strengthening its leadership role to support people with disabilities, their carer's and families living within Knox**



**3. Do you have ideas or priorities that Council could consider to assist in strengthening its leadership role to support people with disabilities, their carer's and families?**



**Comments, Ideas and Priorities**

In response to Question 3 a range of comments were provided including ideas and priorities for action:

- An enhanced role in Access and Inclusion including activities to enable equal access to universal services, such as Maternal and Child Health, Education and Care, Programs for young people and adults and activities including recreational, sporting and leisure options.
- A focus on service system strengthening to ensure that there is a diverse range of quality disability focused services available to people living in Knox.
- Access to reliable, accurate and timely information and support to understand and navigate the service system and support pathways.

- Community Connections- to support the development of a range of opportunities to connect including parent to parent, sibling and grandparent opportunities.
- NDIS transition support for those children and families locating to NDIS packages to assist in a seamless and successful transition to new arrangements without service interruption.
- The development of a range of programs and activities including:
  - Playgroups, transport, social cohesion/isolation focussed activities
  - Respite and Occasional Care Services
  - Equipment and Toy Library
  - Holiday and Out of School Care
  - Social opportunities for families and carers.
- A number of NDIS specific information queries were received with Council staff following up with individuals to respond and offer further assistance.

### Public Submission Hearings

Seven submitters presented to the Council Panel in support of their written submission. These submissions emphasised;

- The trusted and historical role Council has played in supporting people with disabilities.
- The importance of access and inclusion to universal services and activities and the leadership role Council can play.
- The significant needs of families and carers for peer support and access to timely and reliable information.
- The role of the Illoura Facility and Illoura Committee into the future.

### Illoura Committee

The Illoura Committee provided a formal presentation through the Public Submissions Process outlining a proposal for the future focus and role for the Committee, the Illoura Facility and to support Councils proposed option.

The proposal highlighted the opportunity to develop and enhance programs to provide information and support to families and carers, to continue fundraising activities to support the continued work of the Committee and mechanisms to strengthen information and training across the service system and for families.

The Committee requested Council consider the opportunity for an NDIS registered provider to locate into the Illoura Facility to continue service provision from this location.

Council officers and Committee members have met twice to discuss the opportunities from this proposal in detail and discussions will continue to develop recommendations for implementation as part of future directions planning.

## Advisory Committees and Networks

Consultation with Council's Advisory Committees and Networks confirmed support and understanding of Council's preferred option and suggested a range of strategic and operational priorities for Council consideration including:

- Support and resourcing for centralised timely and reliable information that will assist people with disabilities families and carers to access the service system, understand and navigate pathways and connect with support structures, programs and services.
- Consideration of a disability focused information hub or shop front location model.
- Strengthened advocacy to ensure the best outcomes can be achieved for all people with disabilities living in Knox
- Continue active involvement in access and inclusion planning, research and strengthening linkages to maintain and enhance the Knox disability service system
- Development and resourcing of programs and activities including;
  - Resource Library
  - Parent and Family support
  - Equipment and Toy Library
- Continuing community forums workshops and information dissemination regarding NDIS and the opportunities that may be available through this reform
- Maintain a focus and priority on all people with disabilities- not just those NDIS eligible
- Develop a better understanding of the life stage and service gaps and work with stakeholders to develop responses and outcomes to address these

## Staff feedback

Consultation with staff impacted by the preferred option occurred parallel with the Community Consultation process. A range of opportunities for information, discussion and consultation were developed to ensure staff feedback was considered including meetings with;

- Home and Community Care (HACC) Staff
- Active Ageing and Disability Services whole team
- Family and Children's Services whole team through planned conference
- ECIS staff
- Community Wellbeing team

Two written submissions were received from staff, one on behalf of the ECIS staff team and a total of 10 contacts were received providing verbal feedback on the preferred option.

Key themes to this feedback included:

- Ongoing role that Illoura Committee can play to advise Council to support local families
- Council to consider a proposal to become an 'Early Childhood Access Partner'
- An understanding and acknowledgement of the disability reform and the requirement Council had to progress the preferred option.
- Concern for the support and wellbeing outcomes for clients impacted by the NDIS reform.
- Commitment to actively participate in the transition of clients to ensure service continuity and seamless transition with staff support.
- Recommendation for Council to continue to be active in its advocacy for disability services in Knox.
- Acknowledgement of the communication and information flow and support and consideration provided to effected staff.
- Opportunities to establish a registered NDIS provider in the Illoura Facility for future service provision.

## Summary

The consultation process has confirmed strong agreement for Council's preferred option and further supports Council's proposal to actively engage in continued disability planning, advocacy and coordination in its municipal leadership role. A range of ideas and priorities have been provided through this process for Council's consideration.

The table below provides a snapshot of the key outcomes and comments received and will inform Council's deliberation and final decision at the Strategic Planning Committee Meeting to be held on Tuesday the 14 June 2016.

<b>Outcome</b>	<b>Comments and Feedback</b>
Strong support for Council's preferred option	High trust and confidence in Council's advice and action. Positive feedback regarding consultation and communication process. Seeking Council's support for people through the NDIS transition and for those who will not benefit from NDIS but have needs and aspirations
Access and Inclusion	Priority for Council to facilitate and resource activities that will enable full and equal access and inclusion to universal services and activities. Strong support for Council leadership to breakdown access and participation barriers.
Information, Coordination and service system strengthening	Strong interest in Council providing trusted advice, information and guidance to ensure best outcome from NDIS opportunities. Council to take leadership in advocating planning and encouraging a range of services, options and lifestyle outcomes. Enhanced Council advisory, consultation and reference group structures were also supported.
Service and Support Needs	A range of service program and support priorities were identified for Council's consideration. These included parent, grandparent and sibling support, respite and occasional care options, information and education forums.
Illoura Facility	A continuing disability profile for the Illoura Facility was proposed.
Illoura Committee	A proposal was received from the Committee regarding its future role and Council is in discussion with the Committee currently regarding future opportunities.



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# *Knox City Council NDIS Directions 2016 And Ongoing*

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*Draft Framework and Resource Plan*

*June 2016*



## Introduction

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On 10 May 2016, Council determined its preferred direction in responding to the implementation of the National Disability Insurance Scheme NDIS as follows:

- a. That Council does not become an NDIS service provider, and subject to consultation, transitions out of ECIS and NDIS eligible HACC services;
- b. In considering this option, Council would ultimately work with the National Disability Insurance Agency and its associated transition agencies to ensure existing service users are supported through the service transition process;
- c. That Council work with the Illoura Committee Inc. To explore opportunities for supporting children with disabilities and their families if Council determines not to continue as an ECIS NDIS service provider;
- d. That Council continues to deliver services to people under 65 and over 65 years of age under the current Home and Community Care (HACC) Program and Commonwealth Home Support Programme (CHSP) for people over 65 years of age, under current arrangements; and
- e. Council focuses its activities on continuing and strengthening its municipal leadership role in planning, advocacy, coordination and action to enhance access and inclusion for people with disabilities in Knox.

This draft 'NDIS Directions 2016 and Ongoing' document which includes a proposed Framework and Resource Plan describe the key stages, activities, timelines and resource planning that supports the implementation of Council's decision should Council resolve to proceed with its preferred direction following consideration of feedback from both staff and the Knox community.

## Key Implementation Stages

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The implementation of Council's preferred direction would occur in three key stages. These being:

1. Exiting from existing NDIS eligible services in time for the roll-out of the NDIS service system across the Knox community and supporting individual children, families and clients to transition to identified NDIS service providers;
2. Planning for Council's Strategic Leadership Role into the future; and,
3. Implementing the Strategic Leadership Role.

## Key Resources 2016-17

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<b>Stage 1</b> Exit NDIS Eligible Services	\$225,000 from existing operational budget 2016/17
<b>Stage 2</b> Planning for Council's Strategic Leadership Role	\$130,000 from existing operational budget 2016/17

## Implementation Timelines

The draft Framework and Resource Plan has stages that overlap in order to progress the implementation of Council's Strategic Leadership Role in a timely and effective way. Each stage has a key timeframe and corresponding budget year focus in relation to resource planning to support implementation.

Stage	Timeline	Budget Year Focus
<b>Stage 1</b> Exit NDIS Eligible Services	July 2016 to November 2017*	2016-17
<b>Stage 2</b> Planning for Council's Strategic Leadership Role	August 2016 to November 2017	2016-17 2017-18
<b>Stage 3</b> Implement Council's Strategic Leadership Role	April 2017 and Ongoing	2017-18 2018-19 and beyond

\* HACC NDIS eligible clients will exit Council HACC services from 1 November 2017.

## Key Activities and Resource Plan

The key activities related to each Implementation Stage are described below, along with the estimated additional resources required which are over and above current budget allocations.

### Stage 1 Exit NDIS Eligible Services

<b>Key Activities</b>	<ul style="list-style-type: none"> <li>• Continuing ECIS service delivery during transition-out period from July 2016 to February 2017.</li> <li>• Plan and establish model to support HACC NDIS clients to transition from November 2017.</li> <li>• Working with relevant government departments regarding transition arrangements, funding and implementation August 2016 to March 2017 for Illoura ECIS and November 2017 for HACC.</li> <li>• Supporting individual families to establish with new ECIS service providers including transition to school and preschool from October 2016 to February 2017.</li> <li>• Working with under 65 years HACC clients to explore eligibility for NDIS and transition to preferred NDIS service providers if eligible.</li> <li>• Delivering ECIS School Holiday Respite Program in January 2017.</li> <li>• Decommissioning ECIS service whilst meeting Service Agreement and Legislative obligations that include appropriate audit, storage and disposal of service documentation and equipment.</li> <li>• Implementing workforce plan to support service exit.</li> </ul>
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<b>Estimated Project Costs</b>	<ul style="list-style-type: none"> <li>• \$225k</li> </ul>
<b>Resource Plan</b>	<ul style="list-style-type: none"> <li>• Balance of Illoura operational budget for the approved 2016-17 budget year once ECIS service has been decommissioned in addition to existing resources identified in the Active Ageing operational budget for the 2016-17 budget year.</li> </ul>

### Stage 2- Planning for Council's Strategic Leadership Role

<b>Key Activities</b>	<ul style="list-style-type: none"> <li>• Meet with NDIA to identify and advocate for local community needs and issues in the lead up to the roll-out of the ILC and NDIS service system by November 2017.</li> <li>• Meet with DHHS to discuss Council's decision to develop support framework for NDIS Implementation.</li> <li>• Work with Victorian and Commonwealth Governments to strengthen support to NDIS ineligible residents (HACC under 65's).</li> <li>• Conduct gap analysis of current and future Knox disability service system by December 2016.</li> <li>• Report to Council on proposed Strategic Leadership Role, outlining possible reinvestment program activities February 2017.</li> <li>• Explore and confirm viable roles for the Illoura facility and Illoura Committee before March 2017.</li> <li>• Plan and establish systems and processes within Council in order to support Stage 3, which includes staff and community consultation and communication activities.</li> </ul>
<b>Estimated Project Costs</b>	<ul style="list-style-type: none"> <li>• \$130k</li> </ul>
<b>Resource Plan</b>	<ul style="list-style-type: none"> <li>• Balance of Illoura operational budget for the approved 2016-17 budget.</li> <li>• Plus existing related resources (eg Community Wellbeing and HACC)</li> </ul>

### Stage 3- Implementing Council's Strategic Leadership Role

<b>Key Activities</b>	Scope and scale of activities dependent on outcomes of Council's consideration of a report to be presented in February 2017. Key themes and focus on: <ul style="list-style-type: none"><li>• Locally developed services and initiatives e.g: specialised toy equipment library, family support and education</li><li>• Enhanced role in municipal planning and advocacy</li><li>• Engage with NDIS providers</li><li>• Possible Council grants program.</li></ul>
<b>Project Implementation Resources- April 2017 and beyond*</b>  <i>* In addition to existing budget resources and officer EFT.</i>	<ul style="list-style-type: none"><li>• To be determined in early 2017</li></ul>
<b>Resource Plan</b>	<ul style="list-style-type: none"><li>• Detail to be provided in early 2017.</li></ul>

## Appendix C:

### PROPOSED MUNICIPAL STRATEGIC LEADERSHIP MODEL

#### **Knox City Council's Strategic Leadership Role**

Continue and strengthen Council's role in promoting an accessible and inclusive community for people with disabilities  
Continue activity in disability planning, advocacy and coordination  
Support improved access to universal services and other community opportunities eg preschools, recreation, arts and culture etc



#### **NDIS Linkages Capacity Building and Coordination**

Possible role for Council in the NDIS Local Area Coordination, Information, Linkages and Capacity Building programs  
Council to continue and enhance its role in planning, advocacy and representation to identify service gaps and ensure community access to services and resources for all citizens with disability  
Complement NDIS with locally developed municipal services and initiatives eg through a possible Council grants program and municipal disability planning and support such as specialised toy/equipment library, family support, parent education and social groups



#### **NDIS SERVICE SYSTEM**

Direct service delivery through a range of Not for Profit and For Profit businesses  
Competitive commercial model  
Council role to engage with NDIS providers to support service quality and effectiveness for Knox community  
Establish Illoura facility as community resource with priority access for municipal disability groups and activities