

5 February 2022

## Background

Council is reviewing its ten-year Community Strategic Plan (CSP) *'Our Home Liverpool 2027'* which sets the vision and strategic objectives for the future of Liverpool over the next 10 years. The purpose of this plan is to identify the community's aspirations and priorities for the future and deliver appropriate strategies to address these.

Following the endorsement of the Community Engagement Strategy for the new Community Strategic Plan on 30 June 2021, Council launched phase one of community engagement in October 2021 to reassess the needs and priorities of the community including the changes that have taken place over the last four years.

In developing the Community Strategic Plan 2022-2032, Council conducted engagement workshops and interviews with 18 community organisations and service providers and 6 committees.

The engagement provided the community and different special interest groups the opportunity to share their priorities for Liverpool. Engaging with stakeholders that represented and interacted with the broader Liverpool community enabled Council to obtain a range of data.

The following report provides an insight to the method of engagement delivered, an analysis and key findings.

## Engagement Activity

### Committees, District Forums and Interview Engagements - *'Share your views on Liverpool'*

#### Committees and District Forums - Engagement Approach

Due to COVID-19, all planned face-to-face forums and committee meetings were held online via Microsoft Teams. The Corporate Strategy team attended committee meetings as guest speakers, encouraging attendees to share their views and priorities for the CSP.

The Corporate Strategy team attended the following committees and forums:

- Youth Committee – Tuesday 14 September 2021
- Rural District Forum – Wednesday 6 October 2021
- Access Committee – Thursday 7 October 2021
- Eastern District Forum – Tuesday 12 October 2021
- Aboriginal Consultative Committee – Thursday 4 November 2021
- Combined Forum – Thursday 18 November 2021

Prior to the meeting, a pre-survey was circulated to attendees to gauge their top priorities for discussion during the meeting.

The survey was designed to address common themes of community feedback including satisfaction with services and communication with Council.

The pre-survey was circulated by Council staff responsible for facilitating the respective committee/forum.

Committees and forums excluding the combined forum were attended by the former Mayor and Councillors.

### **Interviews with CALD organisations and 2168 service providers - Engagement Approach**

CALD community organisations and 2168 service providers were invited to an online interview via Microsoft Teams in October 2021.

The Corporate Strategy team facilitated a total of 17 interviews across 14 organisations which service culturally and linguistically diverse (CALD) groups and four 2168 service providers operating in the Liverpool LGA. The stakeholders include:

#### **Stakeholders: CALD community organisations**

- Lifeline Macarthur - Suicide Prevention Services Coordinator, Ryan Roumeih;
- NSW Refugee Health Service - Acting Director, Marisa Salem and Cathy Preston-Thomas;
- Settlement Services International – Arts and Culture Manager, Laura Luna; CALD Access Officer, Marjorie Letta
- Liverpool Hospital – Community Participation, Janet Harrison;
- South Western Sydney Local Health District (SWSLHD) Multicultural Services - Manager Multicultural Health Service, Balwinder Sidhu; District Manager, Michael; and Senior Officer for Liverpool, Anita;
- Catholic Care - Community Care Worker, Juliette Kirkwood; Head Priest, Father Paul;
- Settlement Engagement and Transition Support (SETS) and Islamic Association of Australia – Coordinator, Soofia Abbas;
- Navitas English – Stakeholder and Engagement Manager, Genevieve Lewis
- NSW Department of Communities and Justice – Community Liaison Officer, Sam Bokra
- South Western Sydney Local Health District (SWSLHD) Network Meeting
- Liverpool Neighbourhood Connection – CEO, Patricia Hall
- Migrant Employment Legal System - Tu Le, Lawyer and Community Worker;
- Marrickville Training Centre (MTC) Australia - Centre Manager, Jacqueline Druart
- Arab Council Australia - Family Support Worker, Lina Merdawi

#### **Stakeholders: 2168 service providers**

- Department Communities and Justice (DCJ) | Housing Services - Team Leader, Mohamed Achouts
- Wesley Community Housing - Community Engagement Officer, Liesa Davis
- Community Representative – Trisha Lynch
- Uniting Church Liverpool – Reverend Sharon Cutts

# 'SHARE YOUR VIEWS ON LIVERPOOL'

## COMMITTEES, DISTRICT FORUMS AND INTERVIEWS

### ENGAGEMENT POST REPORT

### Example of workshop pre-survey

#### Access Committee Community Engagement Survey

Council is developing the 2022-2032 Community Strategic Plan which is a ten-year plan that focuses on our vision for the Liverpool community. The plan defines what we want and need as a community now and outlines how we will move toward our desired future.

We want to understand more about what you prioritise and envision for the future of Liverpool!

Your feedback will be discussed at the next Access Committee.

OK

\* 1. What is your satisfaction with Council services

Unsatisfied  Satisfied  Very Satisfied

\* 2. What services are most important to you? (you can choose more than one)



Rubbish Collection



Street Cleaning



Grass Maintenance



Footpath Maintenance



Facilities



DA Approvals



Park Maintenance



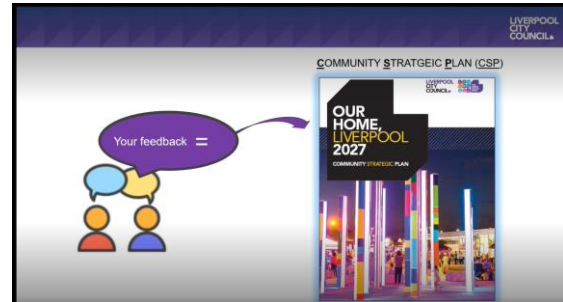
Council Customer Service



Bushland Maintenance

3. Have we missed a service you would like to list as important to you?

### | Example of workshop presentation



## AIM

To understand what you're key priorities and vision are for the future of Liverpool

Based on the feedback you sent through, these are your key priority areas



Additional priorities ...



## Q&A

Contact us anytime at [corporateplanning@liverpool.nsw.gov.au](mailto:corporateplanning@liverpool.nsw.gov.au)

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ENGAGEMENT POST REPORT

\* 4. Do you find it easy to communicate with Council?

- Yes
- No
- Other (please specify)

\* 5. Are there any barriers for you or your community in engaging with Council?

- Yes
- No
- Other (please specify)

\* 6. What is important to you now and for the future of Liverpool?

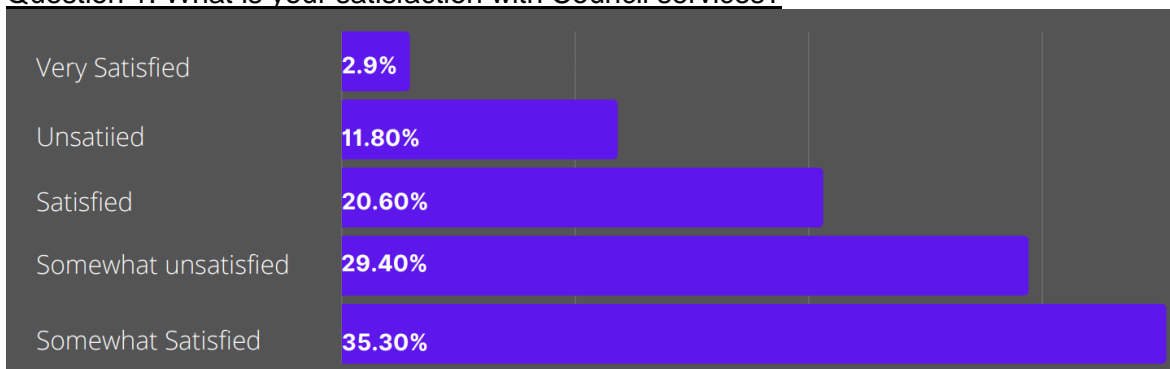
**Background**

The data analysed includes the written responses from the pre-survey and recorded verbal feedback from the online workshop. Data has been categorised according to key themes and calculated according to the number of instances the theme occurred.

**Overview of feedback – Committees and District Forums**

**Pre-survey response data**

**Question 1: What is your satisfaction with Council services?**



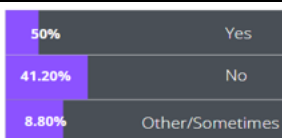
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Question 2: What services are most important to you?

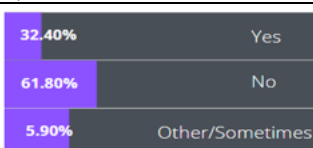
The responses detail 65 per cent of survey participants place most importance on grass and park maintenance services and 12 per cent on waste and cleaning services.

Grass Maintenance	22
Park Maintenance	22
Facilities	21
Footpath Maintenance	21
Rubbish Collection	19
Bushland Maintenance	17
DA Approvals	15
Street Cleaning	15
Council Customer Service	10
Waste & cleansing	4
Roads	2
Community spaces	2
Programs	2
Environment	2
Parking	2
Access & inclusion programs	2
Maintain Natural Environment	1
Childcare & disability services	1
Traffic Management	1
Development planning	1
Communications	1
Customer service	1
Parking affordability	1
Recycling facilities	1
Tree maintenance	1
Community engagement	1
Social Services	1
Infrastructure delivery	1

Question 4: Do you find it easy to communicate with Council?

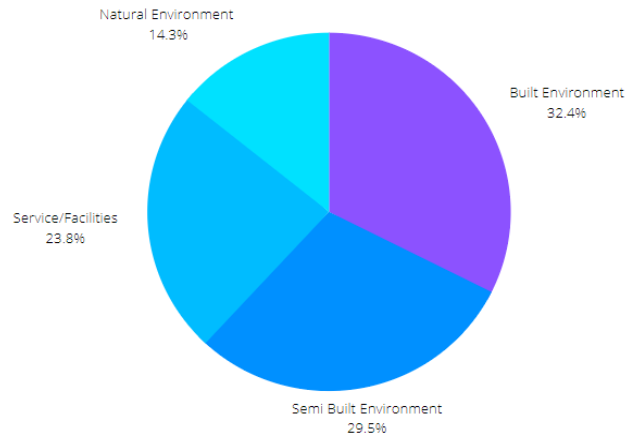


Question 5: Are there any barriers engaging with Council?



The *other* category noted that its unclear where customer enquiries should be directed and there are difficulties furthering skill development for people with disabilities.

A total of 34 people participated in the pre-survey across six committees and district forums. Engagement responses were aggregated across the committees and district forums and categorised under the overarching themes of the built environment, semi-built environment, services, and natural environment. The graph depicts the built environment as leading interest across engaged participants at 32.4 per cent.



Theme	Instances	Analysis
Built environment	32.4%	<p>The built environment explores the need to fulfill universal design outcomes. Outcomes include greater accessibility, access to opportunity, local liveability and infrastructure that supports a growing population. Participants also state Council's investment into meaningful planning of infrastructure and maintenance of related projects is needed to ensure these design outcomes.</p> <p>Preservation of heritage buildings is also a priority.</p>
Semi-Built environment	29.5%	<p>The semi-built environment explores the built environment that is created for the needs of social and support systems. Overall participants desire a socially inclusive, economically prospers, safe and healthy community.</p> <p>Additionality, support systems and funding are a priority, to enable access and opportunities for residents.</p>
Services/Facilities	23.8%	<p>Services and facilities explore the demand for proactive and meaningful leadership in supporting accessibility, transparent communication with residents, service offerings and facilities. Meaningful leadership is described as proactive and best practice to lead the way for local opportunity and celebration of first nations people. Participants want Council to be more transparent in its communication so residents are adequately informed, and communication is representative of Liverpool's diversity and connection.</p> <p>Participants requested a coordinated approach to community support, in partnership with community stakeholders as well as requests for recreational, active and quality spaces/places.</p>

Natural Environment	14.3%	<p>Participants desire ecofriendly, smart and efficient strategies to contribute to an environmentally sustainable future. There is an emphasis on maintaining the existing natural environment including its habitat.</p> <p>Also instilling an ecofriendly mindset in the community to ensure residents can support initiatives.</p>
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**Overview of feedback – Interviews, 2168 and CALD**

Council conducted a total of 17 interview across 18 Culturally and Linguistically Diverse and 2168 stakeholders. Engagement was guided by the questions below, and the summary identifies the responses across stakeholders.

Question 1: What does Liverpool Council do well for that community/ your community?

- Library inviting service providers to conduct community talks/activities
- Liverpool Refugee and Migrant Interagency meeting - but need more investment
- Council being representatives of community initiatives
- Council finding ways to win and distribute grant funds to assist skill development and small businesses
- Learning about the community narrative
- Hampers during COVID-19
- Current FREE services and programs offered by the library and environmental volunteer groups sound great
- The community hub which offers community services

Question 2: What does the community you work with want/ your community want?

- Local support/programs
- Accessible and purposeful communications
- Opportunities
- Acceptance and integration
- Funding for service providers
- Healthy, beautiful, and active environments
- Mental Health
- Accountability and leadership from Council
- Safety

Question 3: What do you think 2 or 3 key priorities are for the community/your community/you?

- Access
- Support
- Place
- Accessible communication
- Purposeful communication

- Acceptance and integration
- Opportunity
- Safety
- Equality and social cohesion
- Local service support (health)
- Better communication and coordination of stakeholders
- Clean environment



Question 4: What are some barriers you have experienced in accessing Council services?

- Information delivery does not fully reflect how the community accesses information (disproportionate focus on social media)
- Information is not easy to access
- Environment can be hard to access (physically)
- Coordinated approach to improving local health and social cohesion

Question 5: How can we improve the way we deliver services to/within this community?

- Safety - inclusion, sense of community
- Support - Access and promotion of services and meaningful services
- Inclusion - Less assumptions, more mail-outs and in-language, plain English print