



Community Consultation Framework – our future role in Aged and Community Care Service Delivery



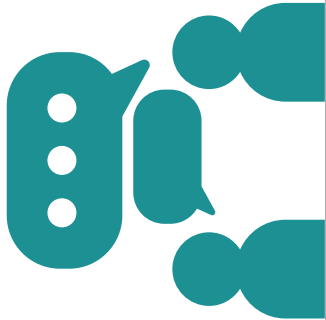
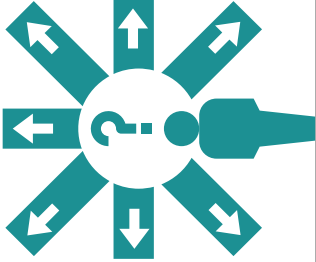
Engagement Phases, Stakeholders, Methods and Measures of Success

In response to the Commonwealth Governments' Aged Care Reforms, Greater Dandenong City Council is currently undertaking a review to determine its future role and investment in the delivery of Aged and Community Care services.

Informed by the current and future needs of our community, the project seeks to identify a range of feasible options for Council consideration.

Project Program

Many of these project stages will happen concurrently with each other, for example we will engage the specialist provider to work on Stage 2, while undertaking Stage 1 consultation.

Project Stages			
Stage 1 Broad Community Consultation 	Stage 2 Creating Local Solutions 	Stage 3 Community Deliberation on Preferred Options for Council Consideration 	Stage 4 Preferred Options presented to Council December 2023* 

*Currently scheduled for August 2023



Measures of Success

Measures of success will inform the evaluation plan for this project.

Other measures of success will be developed and attributed to the implementation phase of the decision.

Additional measures of success may be added as the project progresses.



Measures of Success

- Participation from community members with a broad range of health needs (no service use, light use, to complex needs).
- Participation of Carers and family supports.
- Representative participation from across the municipality, across multiple demographic markers.
- Education throughout the process (Impetus for change, partnered delivery, other services on offer to support active ageing).
- Positive Ageing team engagement – engagement with shared materials, participation in engagement activities, support with facilitation etc.
- Staff engagement with the approach



How will we know if this project has been successful?

Related metrics to be developed and benchmarked



Stage 1

Broad Community Consultation

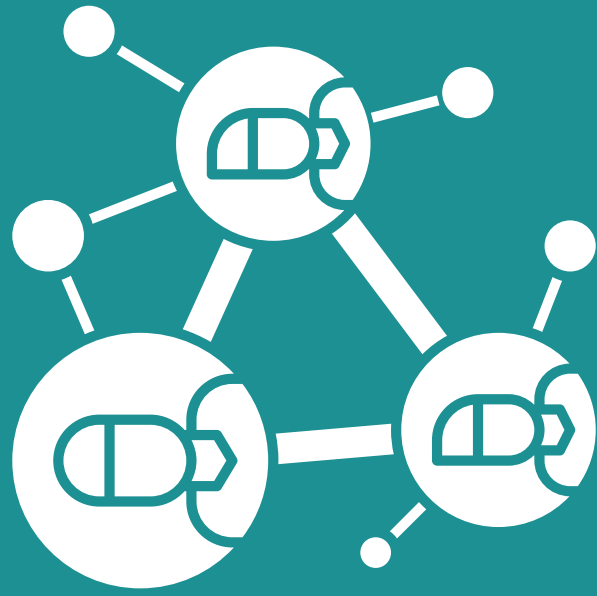
Understanding current and future needs from
a variety of service users, non-service users,
Carers and community partners.

Commences July 2023.



Stage 1

Broad Community Consultation



*Who are the people, groups
of people that will be
interested and affected?*

Stakeholders

- Clients, families & Carers
- Staff (indirect & direct)
- Council
- Local Seniors clubs & groups
- Contractors
- Multicultural leaders
- Funding bodies
- Other existing or emerging providers
- All ages with and without services experience
- State and federal MPs
- Monash Health, Community Health
- Municipal Association of Victoria (MAV)
- Australian Services Union (ASU)
- Current and future elected representatives (Councillors)

Stage 1

Broad Community Consultation



Methods to reach those interested and affected, supported by a detailed communications plan.

Engagement Methods

- Interviews
- Direct Mailers
- Focus Groups
- Community Info Sessions
- Outreach Pop-ups (Events, Dandenong Market, South East Leisure etc)
- Community Guided Kits
- Online Engagement
- Collection Boxes
- Meetings with existing Council Advisory Groups
- Internal – E News, Intranet, CEO Updates, Internal Screens, Lunch and Learns, Director Updates, Focus Groups, Team Meetings, FAQs etc



Stage 2

Creating Local Solutions

Preparation of three to four options for further consideration through the deliberation. Options to be based on desired community outcomes overlaid with possible or identified operating models.

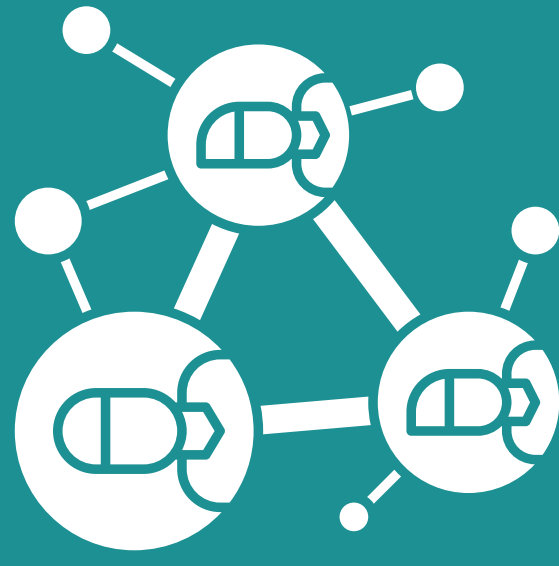
Technical consultant will be onboarded in July to commence the review of possible operating models and feasibility.

Stage 2

Creating Local Solutions

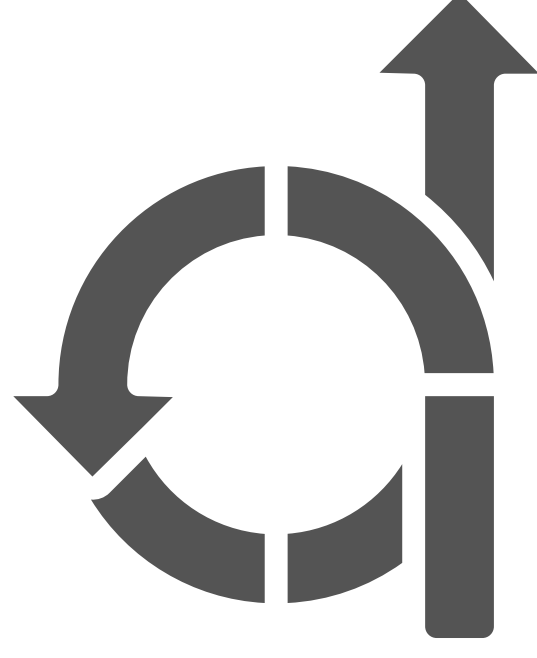
Stakeholders + Engagement Methods

Stakeholders



- Council staff and Councillors
- ASU
- Local Community Service providers
- Funding bodies
- Other Councils
- State and Federal MPs

Engagement Methods



- Project meetings
- Interviews
- Workshops with partners and internal stakeholders
- Industry research and benchmarking
- Feasibility modelling / industry expertise



Stage 3

Deliberation Process



Working through a process of deliberation, consideration of the advantages and disadvantages of identified local solutions, ranked in order or least to most preferred.

Deliberation process September through to October 2023.

Stage 3

Deliberation Process

Representative Recruitment

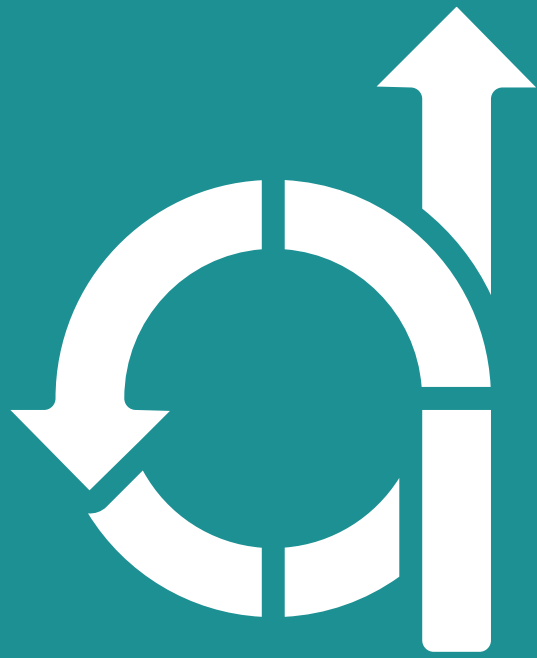


Targeted recruitment strategy

Size: Likely <35
Ages: 18 +
Gender representation
Ward representation
Cultural representation
Service level experience

Stage 3

Deliberation Process



Methods to reach those interested and affected, supported by a detailed communications plan

Engagement Methods

Workshop series delivered in person.

10hrs of face-to-face workshops split over 3-4 sessions.

Deliberation requires the:

- Provision of time to consider the issues.
- Provision of information in-between and during meetings to top up skills and expertise.
- Combination of small group work, individual reflection and group decision making.

1
Understanding
role and project
context

2
Working through
the detail of the
options

3
Clarifying
information to
understand
options

4
Prioritising
options to
Council decision

