

Glen Eira Community Voice

Terms of Reference



Background

Establishing an online resident Community Consultation Group was a key commitment of the Glen Eira City Council's *Council and Community Plan 2017-21*. The use of the group is now embedded in Council's *Community Engagement Policy* and *Community Engagement Strategy 2022-2026*.

The establishment of an online consultation group was Council's response to the increased need for transparency in decision-making, better understanding of diverse community needs and a desire to explore ideas with our community. Engaging with residents online provides opportunities to seek representative views on key issues in a way that reflects increasing use of digital technologies.

This online consultation group is called 'Glen Eira Community Voice' (Community Voice). It is one of many different ways that Council engages with its community.

Statement of Purpose

Glen Eira Community Voice is a stratified representative sample of community members who agree to be consulted about key projects, issues and topics on a regular basis.

The purpose of Community Voice is to:

- improve Council's reach in the community and broaden participation in community engagement
- provide representative community engagement results from across the municipality, and
- capture trend data and monitor how community ideas and expectations change over time.

Function

Community Voice informs Council about community views and opinions. Input influences and guides Council's decision making, policies and planning.

Membership, Eligibility and Composition

Community Voice comprises more than 400 resident volunteers from across Glen Eira.

To be eligible to sit on Community Voice, members must be a current resident of Glen Eira and over 18 years of age.

The composition reflects the broad Glen Eira community in terms of age, gender and suburb, based on data from the Australian Bureau of Statistics 2021 Census of Population and Housing. Council will manage membership to ensure Community Voice reflects the selected community demographics as closely as possible.

Expected Commitment

Community Voice members are asked to complete up to eight (8) online engagement activities (surveys and polls) per year. Engagement activities are administered through the *Have Your Say Glen Eira* website www.haveyoursaygleneira.com.au.

Each engagement activity should not take more than 30 minutes to complete.

Engagement activities must be completed by the individual Community Voice member only and should not be reproduced or shared with other community members.

Community Voice members who fail to complete three consecutive engagement activities will be considered inactive and may be removed to allow others to join.

Term of Appointment

Community Voice members are appointed for an initial term of two (2) years but this appointment may be extended for those in demographic cohorts that have low representation. Members can opt out of Community Voice at any time by informing Council they no longer wish to participate.

Selection Process

Any eligible Glen Eira community members can complete an Expression of Interest (EOI) to become part of Community Voice at any time.

From the list of EOIs received, those officially invited to join the Community Voice will be selected based on their ability to fulfil key community demographic characteristics that need to be represented, including: age, gender and suburb.

Where these demographics are satisfied, EOI applications are processed in order of the date they were received.

Vacancies

The composition of Community Voice is reviewed periodically at least every six (6) months. Any vacant positions are filled at this time via invitations to EOI applicants on the waiting list, or in the case of prevailing demographic gaps, through targeted recruitment activities.

Decision Making

Community Voice has no decision-making authority.

Media, Representation and Confidentiality

Members of the panel are individuals whose anonymity will be maintained when the outcome of a Community Voice consultation process is discussed:

- individual members will never be expected to speak as a formal representative of the views of Community Voice or Glen Eira City Council
- media interest in Community Voice engagement activities and results of consultations will be managed by Council at all times.

Release of Findings

All findings released from the activities of Community Voice will be summarised and de-identified.

Members will receive a summary of the results of the activities they participate in. These summaries may present just the result of that survey or may be an overall summary of all consultation findings for a particular project.

The timeframes for these summaries will vary depending on the level of analysis required and other engagement activities that need to be included in the findings.

Communication

Communication with the Community Voice members is via email or through the dedicated section of the *Have Your Say Glen Eira* website www.haveyoursaygleneira.com.au.

Communication comprises a semi-regular e-newsletter which will:

- inform members of upcoming engagement activities
- provide the results of previous engagement activities.

Additional communications are restricted but may include:

- email reminders to complete engagement activities
- important updates about the operation of Community Voice.

Community Voice members can communicate with the Administrator via the dedicated email address communityvoice@gleneira.vic.gov.au.

Conflict of Interest

In the unlikely event that a member of Community Voice may stand to gain a real or perceived disproportionate personal or professional advantage from the outcome of an engagement activity, he/she is requested to declare the conflict to the Administrator and abstain from the engagement activity.

Privacy

Glen Eira City Council manages Community Voice (members and information) in line with the *Privacy and Data Protection Act 2014 (Act)* and Information Privacy Principles. These are available to view at www.gleneira.vic.gov.au/privacy.

Review of Terms of Reference

The Terms of Reference will be reviewed one (1) year after initial establishment and then every two years.

The Terms of Reference were initially approved in January 2018 and have been reviewed January 2024.