

# Stakeholder Engagement & Relationship Management

COMMUNITY ACCESS & LINKAGES PROJECT (CALP) | COUNCIL WORKSHOP 30 JAN 2024

# Workshop Purpose

To capture Council Member  
'How-Level' feedback  
regarding community  
Stakeholder Engagement and  
Relationship Management



# Background



## Open for consultation

### Pasadena Basketball Court

Have your say on the proposal to relocate the basketball court from Pasadena Reserve to the Piazza Reserve in Pasadena.

[View Project](#)



### Statewide Bushfire Hazards Overlay Code Amendment

Have your say on the State Government's proposal to update bushfire hazard mapping and effectively plan for and mitigate the impacts of bushfire hazards across the state.

[View Project](#)



Community Access & Linkages Project (CALP)

Community · Stakeholder Engagement · Relationship Management · Good Governance

# Agenda



**OVERVIEW:**  
WHAT ARE WE  
DOING & WHY



**CURRENT STATE:**  
HOW WE  
COLLECTED DATA



**INSIGHTS  
TO DATE**

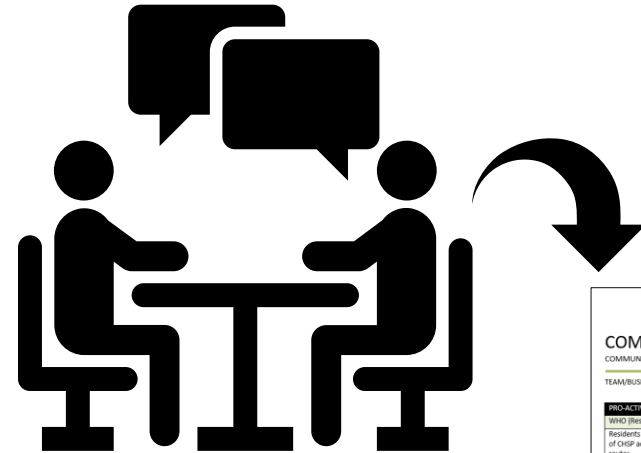
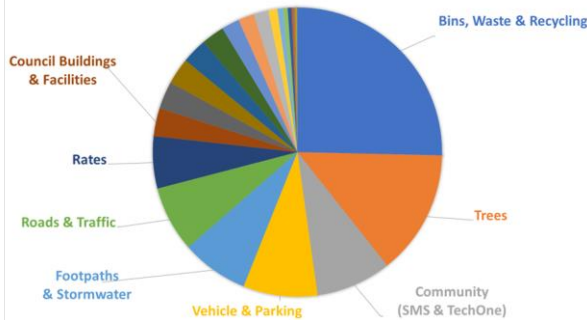
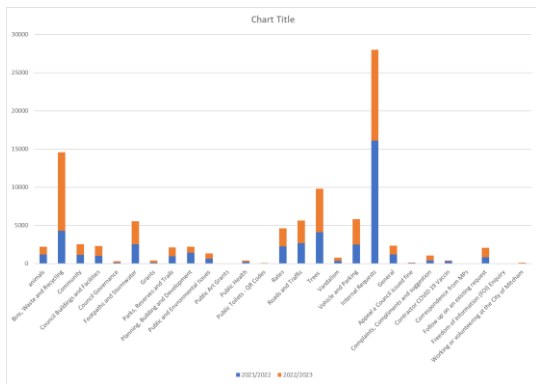


**COUNCIL CONTEXT:**  
BREAKOUT TABLES



**NEXT STEPS**

# Two methods of data collection



CITY OF MITCHAM		
COMMUNICATION WITH COMMUNITY		
COMMUNITY ACCESS & LINKAGES PROJECT   COMMUNITY PRO-ACTIVE CONTACTS COLLECTION TEMPLATE		
TEAM/BUSINESS UNIT: COMMUNITY WELLBEING		
PRO-ACTIVE CONTACT MADE DIRECT TO RESIDENT		
WHO (Residents)	WHO (Mitcham)	WHY
Residents living in a 4-5 street radius of CHSP activities or community bus routes	Community Wellbeing staff/Comms team	Promote CHSP activities and services
Residents 65yrs+ CHSP funded	Community Wellbeing Client Support team	CHSP Annual Client Review to measure satisfaction with service, review goals, identify change in physical or social needs
All residents - Council wide	Comms Team/Community Wellbeing staff	Promote activities, services via MCH/socials available activities to increase attendance
PRO-ACTIVE CONTACT WITH SPORTING CLUBS, RINDYS, SCHOOLS, UNIVERSITIES, CHURCHES, SCOUTS, ETC		
WHO (Residents)	WHO (Mitcham)	WHY
Heverst Sporting Club	Community Wellbeing	Piloting shared use of facility
Schools	Community Wellbeing	Negotiating for community amenity students, and primary schools for shared Christmas activities with 65+ CHSP social groups
PRO-ACTIVE CONTACT WITH COMMUNITY NETWORKS, ADVISORY GROUPS, NEIGHBOURHOOD ACTION GROUPS		
WHO (Community)	WHO (Mitcham)	WHY
State Disability feedback network	Community Wellbeing	CHSP feedback in consultation stage
Inclusion Reference Group (Mitcham, Marion & Holdfast Bay)	Community Wellbeing, TL & Advisor	Facilitate group to provide feedback and a platform for residents living with disability and their family, carers, providers of service
Over 50s Groups	Community Wellbeing	My Aged Care and Council services information sessions
PRO-ACTIVE CONTACT WITH CALD, FIRST NATIONS, LGBTQIA+, HOMELESSNESS, DISABILITY, YOUTH & WOMEN SERVICES, RESIDENTS, OR COMMUNITIES		
WHO (Community)	WHO (Mitcham)	WHY
Residents with disability	Community Wellbeing staff	Known clients with disability are phoned to read surveys and offer opportunities to participate in different ways

# What did the hard data show us?

- Reactive 'What-Level' Work
- 50,000 requests received from community
- Year on year similar trend in customer requests
- Bins, Trees, Community, Parking, Footpaths & Stormwater
- Volume vs complexity
- Limitations
- Biggest \$ spends

# What did conversations reveal?

There is a significant amount of engagement activity happening with Mitcham community members and other stakeholders.

400 examples collected of staff engaging (proactively) with community stakeholders to inform, consult, and build networks and relationships at different levels.

Who are staff engaging with?

lg professionals ceo networks afpa australian flexible pavement association local mental health entities  
residents hoarding & squalor inclusion reference group (mitcham, marion & holdfast bay) state government  
first nations elders / groups (eg. colebrook, aunty elaine) neighbourhood action groups asset management networking group  
east waste residents 65yrs+ chsp funded flinders university  
water sensitive sa department for environment and water local food businesses  
community advisory group for pasadena community centre  
mental health services (hutt street centre, marion life, smith family, good shepherd)  
schools SES  
maag departments local businesses dog clubs multicultural sa panorama group mitcham  
unisa cross council collaboration probus edwardstown baptist church ipwea  
scouts & scouts elcs dog and cat breeders multicultural sa panorama group mitcham  
sporting groups dog and cat breeders hewett sporting club  
resilient south pasadena residents developers & builders  
ambulance southern services reform group cota sa accpa kindy cld southern networking group  
dial before you dig vets cld southern networking group hewett sporting club  
Aunty Elaine (First Nations) dhhs services reform group cota sa accpa kindy cld southern networking group  
emergency services inner southern council collaboration state disability feedback network cld southern networking group hewett sporting club  
local government ageing well network churches youth sapol heritage public libraries SA  
local suppliers dhs office for ageing cota lgbtiq trinity baptist share and care community networks and groups in local area  
sporting clubs library patrons cfs  
cald groups blackwood business group KYAC residents within local area of events  
dog & cat owners scout groups lg professional community managers & ceo networks  
local residential and aged care facilities sacta (south australian community transport association) volunteers  
blackwood action group (BAG) SES  
mitcham rotary kindys  
bedford burn permit holders residents 65 over 50s group local caterers railway museum uni of adelaide mag local doctors  
sa water department of home affairs flinders university psych dept residents affected by works homeless, hoarding  
volunteers



# Two Types of Activity

## Stakeholder Engagement

PROCESS: communication, information, legislative requirement, consultation on a specific topic or issue, immediate outcome, provides platform for community voice and input to decision making

## Stakeholder Relationship Management

STRATEGIC PRACTICE: stronger relationships, trust, improved risk management, identification of efficiencies and opportunities, informed decision making, managing expectations, good communication

# Stakeholder Engagement

**MITCHAM**  
ACCESSIBLE, HEALTHY & CONNECTED COMMUNITY ■ SUSTAINABLE CITY ■ DYNAMIC & PROSPEROUS PLACES ■ EXCELLENCE IN LEADERSHIP

**COMMUNITY NEWS** OCTOBER 2022

Report request

Search

Home | Our services | Submit a request online

Animals  
Bins, waste and recycling

Join us at Tiou Kumanpka!  
Tiou Kumanpka will come to life this month with a series of free community events. Join us from October 7 and help explore our new community space at Bokwood.

SEE PAGE 3

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**COMMUNITY NEWS**

Celebrating 140 years of railway heritage  
City of Mitcham's railway heritage is under the spotlight with a series of events planned as part of South Australia's History Festival in May.

SEE EVENTS CALENDAR ON PAGES 4, 5 AND 11

I was last seen...

Mitcham Railway Station's last Station Master, Bruce Jaensch, 93, who worked at Mitcham until 1966, will share memories of his working life at the station.

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**COMMUNITY NEWS** APRIL 2022

**Step back in time with SA's History Festival**  
A photographic exhibition celebrating Carrick Hill is one of many community events planned for South Australia's History Festival in May.

SEE EVENTS CALENDAR ON PAGES 4, 5 & 8

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**COMMUNITY NEWS**

**Fruit Share Adelaide heads to Mitcham**  
Fruit that would otherwise go to waste will find its way into local kitchens under a plan to bring Fruit Share Adelaide to Mitcham.

**Belair National Park**  
A forecast of rain didn't stop more than 500 local people from heading to Belair National Park for the annual 'Fruit Share' event.

**Birthdays visit a hit with Levi**  
Junior 'garbologist' Levi has birthday visits - a visit of Mitcham's waste truck to Melrose Park.

SEE PAGE 5

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**COMMUNITY NEWS** JANUARY 2023

**Free green organics bins and kitchen caddies - coming soon!**  
Every City of Mitcham household and business will soon receive a free kitchen caddy and roll of compostable paper to help reduce food and garden organics recovery and help reduce the amount of organic waste going to landfill.

SEE MORE PAGE 5

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**COMMUNITY NEWS** JUNE 2023

**Sandy's garden a butterfly haven**  
Step inside a St Marys garden where a range of native species attract butterflies year-round.

SEE PAGE 4

**SUSTAINABLE** 3 Grey Box Day is set to return to Belair National Park.

**LEADERSHIP** 6 Hear from your Council Members.

**DYNAMIC** 10 Belair home to Australia's best hot cross bunt!

**CONNECTED** 11

**PLACES** 2 Cumberland Park Community Library

**SUSTAINABILITY** 3 'Cumby' Community Centre set to close during upgrade.

**LEADERSHIP** 6 Sign up for our Renewable Energy pilot program.

**COMMUNITY** 8 Hear from your Elected Members.

**DYNAMIC** 8 Unearth local history across our City.

**SUSTAINABLE** 3

**LEADERSHIP** 6

**DYNAMIC** 10

**CONNECTED** 11

**PLACES** 2

**SUSTAINABILITY** 3

**LEADERSHIP** 6

**COMMUNITY** 8

**DYNAMIC** 8

**SUSTAINABLE** 3 Celebrate Australia Day at Murrumbidgee.

**SUSTAINABILITY** 4 Your Binliner safety guide.

**LEADERSHIP** 6 Hear from your Council Members.

**CONNECTED** 8 Pasadena upgrade continues.

**DYNAMIC** 8

**DYNAMIC** 3 Disc golf tees off at Belair.

**CONNECTED** 5 What's on at the Pasadena Community Centre.

**LEADERSHIP** 6 Hear from your Council Members.

**SUSTAINABLE** 8 Eco project a labour of love.

# Two-way conversations



# Stakeholder Relationship Management



# Gaps & Opportunities



# Breakout Table Questions

## 1. What does good Stakeholder Relationship Management by Administration look like? (Kate)

Low complaint levels? Project advocacy? Know who to go to outside of Council? New Partnerships? Increased innovation? Or?

## 2. What are your expectations regarding reporting or info on Stakeholder Relationship engagement and activity? (Sean)

## 3. What are the Three Priority Areas we should focus on in relation to Stakeholder Relationship Management? (Katrina)

Not for Profits? State/Federal MPs? Community Action Groups? CALD, Disability, First Nations, Homelessness, Women's groups? Climate related networks? Other Councils? Local business?

# Next Step...

Council Report summarising findings, including recommendations 19 March 2024