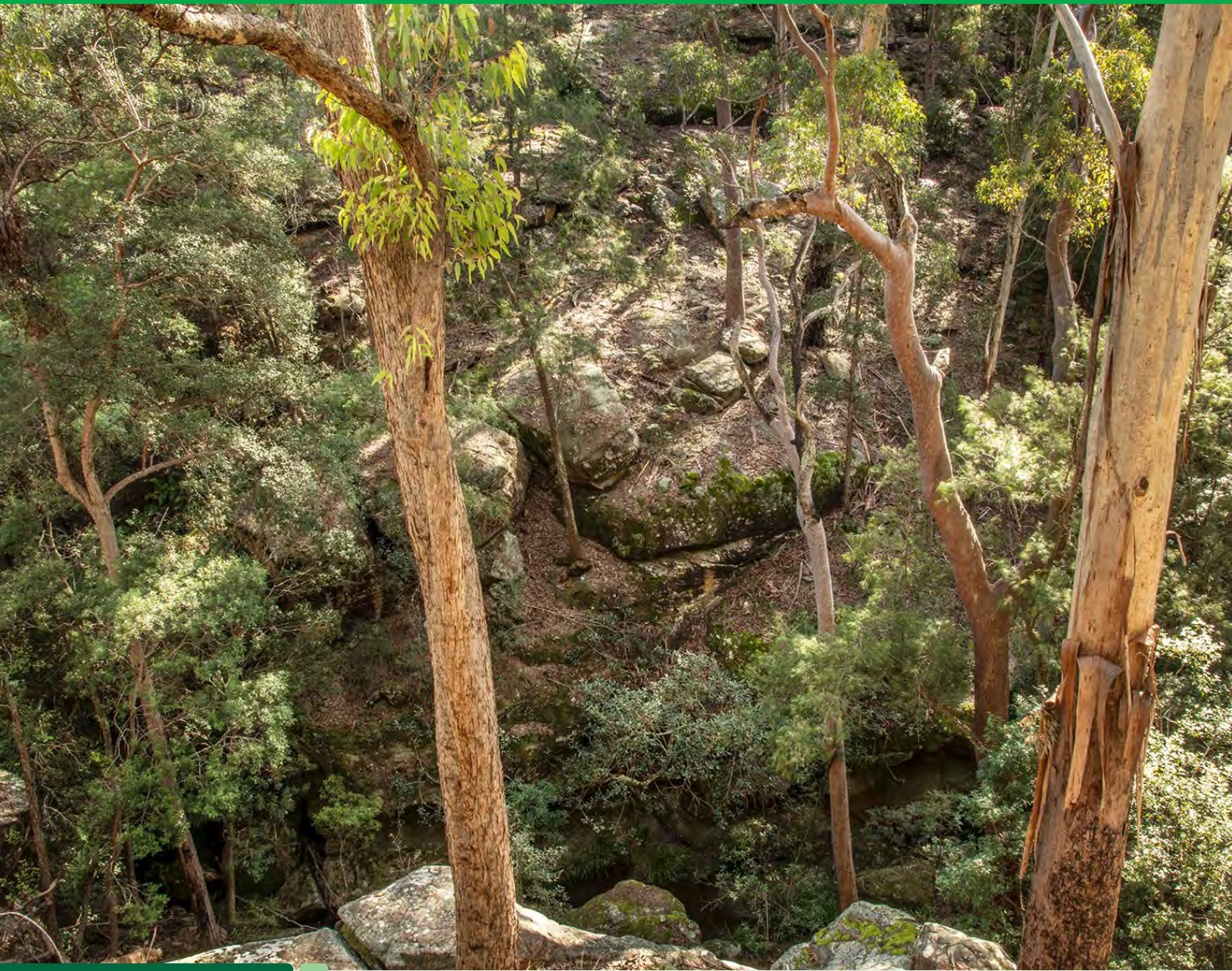


**Draft Consultation and
Engagement Framework**
and community trustee boards

What we heard

February 2023





Acknowledgement of Country

Greater Sydney Parklands acknowledges the Traditional Custodians of the lands, waters and sky of Dharug, Gundungurra, Dharawal and Eora Country and pays respect to the Elders of these lands past, present and emerging. We recognise First Nations Peoples' unique cultural and spiritual relationships to place and their rich contribution to society.

We acknowledge the rights and interests of First Nations Peoples to be involved in the ongoing management of these traditional lands. We will work in a respectful manner with Traditional Custodians, Local Aboriginal Land Councils and the First Nations communities of Greater Sydney to facilitate and support their custodianship of the parklands' natural and cultural heritage and to ensure our parklands are places in which First Nations Peoples are included socially, culturally and economically.

Engaging with Sydneysiders on the Parklands Estate

Greater Sydney Parklands (GSP) brings together some of Sydney's most iconic places: Centennial Parklands (including Moore Park and Queens Park), Western Sydney Parklands, Parramatta Park, Callan Park and Fernhill Estate. GSP is strongly committed to engaging with its diverse range of communities and stakeholders, as fundamental to its work towards making Sydney a 'city within a park', and championing the NSW Government's [50-Year Vision for Greater Sydney's Open Space and Parklands](#).

Community and stakeholder engagement on the Draft Consultation and Engagement Framework (Draft Framework), and related community trustee boards (CTBs) was conducted between August and October 2022. The engagement process generated more than 3,400 visitors to the gspengagement.com.au website and over 150 CTB nominations from community members across Greater Sydney.

The engagement process was designed to support community and stakeholder feedback on the Draft Framework and to promote the opportunity for community members from across Sydney to participate in the future of their parklands. This included self-nominating to be selected for one of five CTBs.

Each CTB must have regard for the diversity of the local community, and include:

- ▶ a representative for each local council
- ▶ representation by First Nations Peoples
- ▶ a member with heritage skills or expertise.



For further details of the Consultation and Engagement Framework and CTBs, please visit gspengagement.com.au

JULY 2022

The [Greater Sydney Parklands Trust Act 2022](#) (the Act) legislated that Greater Sydney Parklands must:

- ▶ Develop a Consultation and Engagement Framework to guide how GSP will consult and engage with park users, visitors, and the community
- ▶ Establish a community trustee board for the parklands within the remit of GSP, to provide local advice on a range of parkland matters

AUGUST TO OCTOBER 2022

Engagement was conducted to understand community and stakeholder perspectives on the Draft Framework and supporting documents including the Terms of Reference and Code of Conduct for the CTBs

Promotion and recruitment of CTB members was undertaken with a focus on attracting a diverse range of nominees

OCTOBER TO DECEMBER 2022

Community and stakeholder feedback on the Draft Framework has been used to inform a revised Draft Framework (revised Framework)

A summary of the engagement outcomes is provided in this 'What we heard' report which is published online at

gspengagement.com.au















CTB nominations were reviewed by a panel and recommendations made to the Minister for Infrastructure, Cities and Active Transport. CTB members have now been appointed by the Minister, with details available at gspengagement.com.au and individual parkland websites

2023

Community trustee boards were consulted on the revised Framework at their first meeting in 2023. The final Consultation and Engagement Framework will be submitted to the Minister for approval

Community and stakeholder feedback was used to support establishment of the boards, and will continue to support their operation in 2023

What we heard – a snapshot

 <p>12 briefing sessions – Councils, Members of Parliament, heritage stakeholders</p>	 <p>150+ CTB nominations across the five parklands</p>	 <p>8 print and digital advertisements in local and community papers</p>
 <p>3,400 visitors to gspengagement.com.au</p>	 <p>5 park pop-ups and 200 flyers distributed</p>	 <p>1 public webinar with 40 registrants</p>
 <p>40 key stakeholders plus 40 First Nations community members and organisations contacted to support CTB nominations</p>	 <p>8 interviews with peak associations and specialists across active recreation, culture, family, youth and safety</p>	 <p>5 meetings with local Aboriginal Traditional Owners and knowledge holders</p>
 <p>37 survey responses on the Draft Framework</p>	 <p>6 written submissions on the Draft Framework and CTBs and 9 emails</p>	 <p>275 downloads of the Draft Framework</p>
 <p>NEWSLETTERS distributed using all parkland digital channels</p>	 <p>SIGNAGE in all parks</p>	 <p>SOCIAL MEDIA overall reach of 347,070 and 1,620 clicks</p>

Engagement objectives

Engagement on the Draft Framework and recruitment for the CTBs was designed to:

- 1 Provide opportunities for the community to share their feedback on the Draft Framework and nominate for a CTB
- 2 Provide information and guidance about how GSP will consult and engage with park users, visitors and the community now and into the future, including through the establishment of CTBs
- 3 Be inclusive, generate ideas and welcome new voices to the conversation –including First Nations, culturally and linguistically diverse, women and girls, disability and youth perspectives
- 4 Ensure the CTBs are widely promoted to be reflective of community diversity and the broad range of views and interests of park users
- 5 Ensure GSP meets all requirements under the Act.



Love your park?

Nominate yourself for our new community trustee board.

Learn more at

gspengagement.com.au



Love your park?

Nominate yourself for a Greater Sydney Parklands community trustee board.

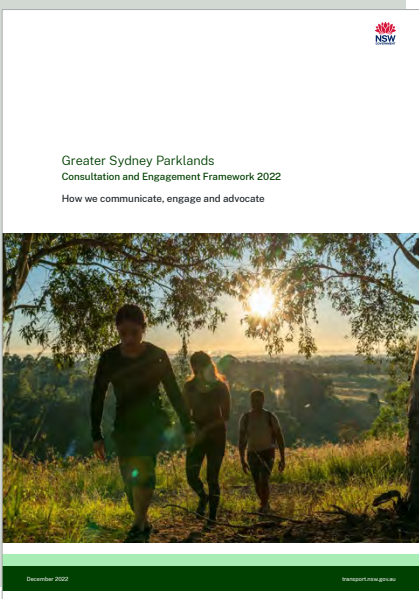
A NSW Government agency, Greater Sydney Parklands is the city-wide voice for Greater Sydney's iconic parks:

- Callan Park
- Centennial Parklands
- Fernhill Estate
- Parramatta Park
- Western Sydney Parklands

Community trustee boards will provide local advice on park management and local community issues.

Help shape the future of your park.
Learn more at:

gspengagement.com.au



Support for the **Draft Consultation and Engagement Framework**

We received positive feedback on the Draft Framework from community members and stakeholders – with strong support for its underpinning principles and broad range of engagement methods.

Key themes raised in feedback:

- ✔ **Use a mix of physical and virtual engagement methods** and multiple channels to enable diverse voices to be heard
 - ✔ **Focus on transparency, diversity and inclusion**, as key priorities for stakeholders and the community
 - ✔ **Recognise diverse user groups and their needs**, including First Nations community members, people with disability, women and girls, young people, and those from culturally and linguistically diverse backgrounds
 - ✔ **Clearly describe the advisory function** of the CTBs in relation to the Greater Sydney Parklands Trust (GSPT) Board
 - ✔ **Prioritise First Nations** engagement
 - ✔ **Seek out the perspectives of local groups** who use the parklands and similar spaces for diverse activities such as cycling, running, sustainability, bush care and more
 - ✔ **Engagement must be authentic** – through reporting back ‘what we heard’ to the community and stakeholders, and using feedback to improve the parkland experience and create meaningful community benefits
 - ✔ **Understand parks as places that provide opportunities** for multiple audiences to enjoy and engage in different ways
 - ✔ **Engage with people ‘in the parks’** – for example, using in-park signage and QR codes to reach diverse park users
 - ✔ **Engage with diverse stakeholders** including peak bodies and advisory organisations, to facilitate meaningful communication with hard-to-reach groups
 - ✔ **Use social media to engage widely**, and investigate use of new social media channels and tools to engage with young people
 - ✔ **Provide communications and signage** in community languages where possible
 - ✔ **Communicate and engage** using plain English and accessible formats to ensure the physical and virtual experience of the parklands promotes access and inclusion
 - ✔ **Expand the demographic snapshots within the Draft Framework** to reflect the breadth of cultural diversity of the parklands’ communities and recognise the Traditional Owners of each parkland
 - ✔ **Make the Draft Framework easy to read** as a standalone document that showcases GSP’s ongoing commitment to engagement.
- ✔ Has been incorporated into the revised Framework
 - ✔ Will be incorporated into and inform the conduct of future consultation and engagement

Feedback received from community and stakeholders has been used to inform the revised Framework, which was provided to the CTBs for comment. The final Consultation and Engagement Framework will shape how GSP’s communicates and engages with its diverse communities into the future.

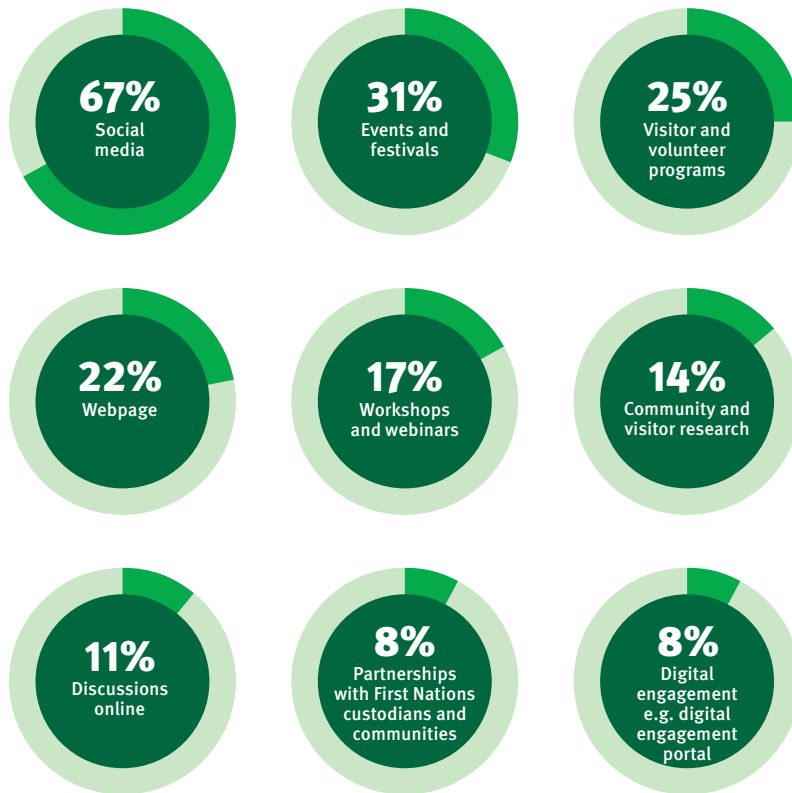
“Playgrounds, sports fields and user groups – that’s where the gold is.”

“Co-designing with young people and being ‘youth informed’ will get the best outcomes.”

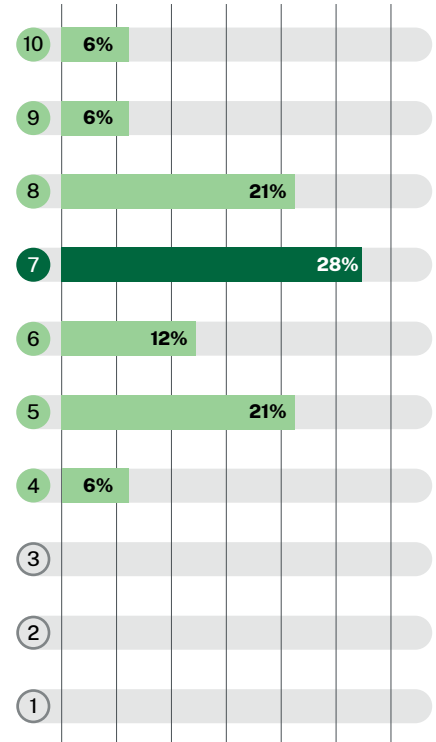
“Consultation should include regular feedback and surveys of users and non-users, because things can always be improved.”

In your words...

What are the best ways for Greater Sydney Parklands to communicate and engage with you?



Overall how would you describe your level of satisfaction with the Draft Consultation and Engagement Framework? (on a scale of 1 to 10)



The Draft Framework is supported as it recognises the uniqueness of each of the five iconic parklands in Greater Sydney Parklands’ portfolio to their local communities, and seeks to facilitate genuine community engagement and proactively collaborate with Sydney’s communities, local governments, state government agencies, industry and others to realise the potential of these significant open-space assets.



... include descriptions for people with visual impairment, and quiet spaces for people with sensory impairment. Then consult with each community [across the range of disabilities] about what might be needed, and try to build those options into the design, rather than waiting for someone to ask for it to be included.



Strong interest in and support for the establishment of community trustee boards

There was strong interest in the CTBs, with over 150 nominations from community members across Greater Sydney. Feedback throughout the engagement process focused on the role, operation and governance arrangements for the future boards.

Key themes raised in feedback:

- ☰ **Strong support** for establishment of a CTB for each of the five parks, including Fernhill Estate
- ☰ **Support for the approach** to establishing and managing the boards, and for a strong focus on diversity of membership
- ☰ **Mixed support for online versus in-person meetings**; support for meetings being held outside of work hours to encourage participation
- ☰ **Support for a 'look ahead' program** and sharing of meeting summary reports online
- ✔ **Request for clarity regarding the level of influence** CTBs will have in their advisory role
- ✔ **Request to make summary reports of CTB meetings accessible** to the public within seven days to ensure transparency; and to publish meeting agendas and related documents in advance of meetings to inform and engage interested community members
- ☰ **Ensure CTBs reflect a diversity of experiences and interest areas** – with people from different family types, professional expertise, heritage and environmental knowledge, and sporting and recreational interests
- ☰ **Ensure engagement with CTBs is genuine** and reflects community priorities
- ☰ **Make sure CTB members live within the local area** surrounding each parkland
- ☰ **Provide board members with the appropriate training, resources and direction** to achieve real impact and community benefits
- ☰ **Develop a robust governance model and supporting guidance**, to ensure board members have a clear understanding of their role and related expectations as CTB members
- ☰ **Ensure CTB members are accountable** to the communities they represent
- ☰ **Don't make the workload** of CTB members onerous
- ✔ **Clearly describe the relationship between CTBs and the GSPT Board**, including how advice will be used to support decision making.



Having a charter and governance model and Code of Conduct is useful – to ensure that community members understand their role is to reflect the whole community, not just, for instance, elite runners.



... concerned about implications that the CTB is intended to be relegated to a 'rubber stamping' role regarding decisions that have already been made by the GSP Trust Board... The role of the CTB is to provide advice, input and recommendations to planning processes and policies that may impact future amenity and public access to the parklands as well as the ongoing management of the parklands.



We would like the focus to be on appointing local people who have a vision for the park, who communicate in a clear and respectful way, and who reflect the community's diverse needs.

Key themes raised in feedback:

- ➊ Consider remunerating CTB members, particularly First Nations community members, young people and people with disability, to recognise their valuable expertise and contributions as CTB members
- ➋ The Act states that participation by CTB members is 'voluntary' and therefore cannot be remunerated. GSP will reflect on remuneration of CTB members, particularly First Nations community members, as part of the two-year review of the Act
- ➌ Enable all councils to nominate a member for their relevant CTB, particularly relevant for Centennial Parklands and Moore Park, where there were three council nominated positions available but four relevant local councils
- ➍ Updated legal advice advised the Minister for Infrastructure, Cities and Active Transport may choose to appoint at least three and up to four council nominated representatives for this particular board
- ➎ Ensure there is an adequate number of membership positions open to community members, as well as council nominated representatives
- ➏ Through updated legal advice, the number of members on each board moved 'from seven' to 'at least seven', to allow for up to six self-nominated community representatives on each board
- ➐ Clarify the 'Minister/Resignations' section of the CTB Terms of Reference to establish a transparent process for the Minister's power to remove an appointed CTB member or the Chair
- ➑ The Terms of Reference was updated to clarify that GSP will notify the relevant member of GSP's intention and allow for the member to respond before a decision is made



Establishment and operation of the CTBs has been conducted with community feedback in mind.

Where relevant, the revised Framework and Terms of Reference have been updated to reflect recent feedback from the community and stakeholders.



Independent representation and stewardship by a CTB member [with environmental skills] would give the community confidence that such a critical aspect of the parklands' value to the public is being properly monitored and protected.

Community trustee board feedback on the Framework

Community trustee board members were provided with the revised Consultation and Engagement Framework following their establishment in December 2022 and had the opportunity to comment on the Framework prior to and during their first meeting on 7 February 2023.

Received
18 individual feedback forms prior to the meeting

Heard from
25 members during the meeting via Mentimeter

Overall, CTB members had broad support for the Framework, rating their satisfaction with the document 4.5/5 on average. Most CTB members indicated they were content with the revised version and did not believe further changes were required, while some members identified areas in which to improve the Framework. These have been included in the final version of the Framework that will be submitted to the Minister for approval.

A summary of feedback received from CTB members and the corresponding changes made to the Framework include:

- ✓ Improve readability by reducing sentence length on page 1 and removing a repeated word on page 2
- ✓ Include expanded content on CTBs' role, including nominating and exploring new ideas for Greater Sydney Parklands to consider
- ✓ Include further detail on the IAP2 spectrum including at the "Empower" level
- ✓ Consider methods to engage people who do not use technology or are not computer literate
- ✓ Clarify how CTB members will be able to propose agenda items and topics for discussion throughout the year
- ✓ Clarify the extent to which CTB members are expected to engage with the wider community and the best mechanisms and channels to do so
- ✓ Clarify how CTB members are expected to contribute local knowledge
- 🎯 Communicating in key community languages and use of social media to engage young people was highlighted as being important to CTB members
- 🎯 The importance of engaging with First Nations communities and marginalised groups was also raised by CTB members.

Many of the above queries relating to operation of the CTBs will be explored in more detail with CTB members via ongoing communication with GSP, with a high level explanation provided in the Framework.

Next steps

This summary report has been published on the gspengagement.com.au website and parkland webpages to report back on what members of the community and stakeholders told us as part of the engagement process.



Consultation and Engagement Framework

- **Your valuable feedback has been used** to inform the revised Framework, which was also provided to the CTBs for input.
- **The final Consultation and Engagement Framework** is subject to approval by the Minister for Infrastructure, Cities and Active Transport. The Framework will be published on the GSP webpage once finalised and will guide GSP's future engagement.
- **GSP must review the approved Consultation and Engagement Framework** at least every five years.



Community trustee boards

- **Community feedback received through the engagement process** will support the establishment and operation of the CTBs.
- **CTB nominations were reviewed and recommendations made by GSP**, as per legislative requirements, to the NSW Minister for Infrastructure, Cities and Active Transport.
- **CTB members have been appointed by the Minister.** Information, including a list of names, is available at gspengagement.com.au
- **The CTBs commenced operation from 1 January 2023**, with the first meeting held in February 2023.
- **Members were appointed for an initial two years**, with an expectation that the CTBs will be re-established by the end of 2024.

Thank you to everyone who participated in the recent engagement process on the Draft Framework including those who nominated to be a member of a CTB.

We appreciate the generous contributions from community members across Sydney and look forward to continuing to engage with you on the future of your parklands.

**We look forward to continuing to engage
with the community and stakeholders
to enhance your experience and
enjoyment of the Parklands Estate.**



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