

# TERMS OF REFERENCE

## Casey Community Panel



### Purpose

The Casey Community Panel provides a voice for the City of Casey's diverse, vibrant and rapidly growing community.

The Casey Community Panel will play an integral role in helping to shape the future of the Casey community by participating in community consultation and deliberative engagement opportunities to provide feedback on Council policies, projects or decisions.

### Objectives

At the City of Casey, we believe that the people who are impacted by our activities should have an opportunity to provide feedback or have input into the decision-making process. Through the Casey Community Panel, we will draw on the diverse experiences and views of a representative sample of the Casey community to help Council better understand the needs and priorities of our community and to help us make more informed decisions.

Objectives of the Casey Community Panel are to:

- Represent the views of Casey's diverse communities.
- Participate in community consultation and deliberative engagement processes.
- Engage with Council to provide feedback on policies, projects or decisions that impact the community.
- Help shape the future of the Casey community by contributing to the decision-making process.
- Support genuine and meaningful conversations.
- Work with Council to foster stronger relationships between Council and the community.
- Deliver better outcomes for the Casey community.

### Contact the City of Casey:

**Web:** [casey.vic.gov.au](http://casey.vic.gov.au)  
**Email:** [caseycc@casey.vic.gov.au](mailto:caseycc@casey.vic.gov.au)  
**Phone:** 03 9705 5200  
**Post:** PO Box 1000, Narre Warren VIC 3805  
**NRS:** 133 677 (for the deaf, hearing or speech impaired)

### Customer Service Centres:

**Narre Warren:** Bunjil Place, Patrick Northeast Drive, Narre Warren  
**Cranbourne:** Cranbourne Park Shopping Centre, Cranbourne  
**ABN:** 43 320 295 742



TIS: 131450 (Translating and Interpreting Service) المترجم الفوري 翻译 مترجم شفاهي ਦੁਆਰੀਆ ගਭਰਾ ਰਿਪੋਰਟਰ

**CASEY.VIC.GOV.AU**

## Selection process

Community members will be selected through an Expression of Interest (EOI) process that will be conducted via Council's Community engagement platform, [Casey Conversations](#)

An assessment panel of Council officers will review expressions of interest and select community members to participate in the panel who are a representative sample of Casey's diverse community.

Panel members must also meet the following selection criteria:

- Are a resident of the City of Casey.
- Are 18 years of age or older.
- Are able to work as part of a team.

## Membership and term of appointment

Casey Community Panel welcomes community members who have diverse backgrounds, cultures, genders, and experiences to contribute to Council's community engagement activities.

Membership will comprise:

- 500 community representatives who live in the City of Casey.
- Representation from diverse backgrounds, cultures, genders and experiences.
- Appointment to the panel for a two-year period.

A member may resign from the Casey Community Panel at any time by advising of their resignation in writing to:

City of Casey Community Engagement Team  
PO Box 1000  
Narre Warren  
Victoria 3805

Or via email:

[communityengagement@casey.vic.gov.au](mailto:communityengagement@casey.vic.gov.au)

## Participation

Casey Community Panel members will have the opportunity to participate in a variety of representative and deliberative engagement opportunities.

Panel members will receive notification of opportunities to participate via email.

Panel members will be encouraged to actively participate in engagement opportunities which may include, but are not limited to, providing feedback via our online engagement portal Casey Conversations, or by participating in in-person deliberative engagement opportunities.

## Responsibilities

Panel members require access to a computer or mobile device to participate in online surveys or polls. Materials can be provided in accessible alternative formats upon request. We invite panel members to share any access issues or support they may need in the registration form.

Panel members will also be invited to participate in in-person deliberative engagement opportunities throughout the year at various locations across the city.

Panel members are asked to commit to as many engagement opportunities as possible.

Panel members are encouraged to actively engage in discussions in a constructive and respectful manner.

### **Dispute resolution**

- Any disputes arising among Community Panel Group members will be resolved by the chairperson or support officer conducting the deliberative engagement session.
- If disputes are unable to be resolved in session, they will be set aside and reviewed by the chairperson and support officer out of session.
- All parties involved in the dispute will be given the opportunity to express their views to the chairperson and support officer.
- The chairperson will seek to resolve the disputed matter fairly and communicate the decision to all involved parties.
- The decision of the chairperson is final.

### **Limitations of authority**

All feedback provided by panel members will be considered, however final decision-making power remains with Council.

### **General conduct**

Panel members are expected to act with integrity and honesty, and are requested to:

- Agree to abide by the Casey Community Panel Terms of Reference.
- Act in a courteous manner and respect the rights of others to express their views, even if they are different from their own.

### **Terms of Reference**

The Casey Community Panel Terms of Reference will be reviewed every two years, or earlier if required.

### **Privacy Policy**

The City of Casey is committed to protecting your privacy. Your personal information will be handled in accordance with the Privacy and Data Protection Act 2014. All personal information collected by the City of Casey will only be used for the purpose outlined within our Privacy Policy. Council's Privacy Policy is available from our website [www.casey.vic.gov.au](http://www.casey.vic.gov.au) and all Council Customer Service Centres.

Council and the providers of the Casey Conversations engagement portal (Social Pinpoint) will only use your information to contact you with updates and to invite you to participate in community engagement activities.

The demographic information you provide will be used to help Council target a representative sample of the Casey community to participate in specific engagement activities.

Information provided by you will not be distributed to any third party or used for any other purpose.

For further information about how Council manages and uses your personal information or how you can access and/or amend your personal information please contact Council's Privacy Officers via our website [www.casey.vic.gov.au](http://www.casey.vic.gov.au) or by calling on 9705 5200.