

How to host a 'Shape your City' Conversation

You can
SHAPE
YOUR
CITY



CASEY
CONVERSATIONS



Welcome

Welcome and thank you for considering hosting a “Shape your City” conversation– your voice matters, and we’re excited you are exploring one of many ways your voice, and that of others, can be heard to help best shape the future of Casey.

By hosting a conversation, you can be assured we’re not just listening to your conversation outcomes but looking at ways we can use them to build a better future for the City of Casey. We’ll also openly share how your conversations are being used in our planning and future thinking and will communicate this through key Council channels including Casey Conversations, the City of Casey’s online collaboration space.

If you are reading this you might be thinking about how to host a conversation with others - be it friends, family, work colleagues, your parents’ group, sports or book club, or any other group you might want to involve.

Hosting is very easy. It’s a good excuse to connect with people you know and get a sense of what others think on how to shape our City for the future. It’s also a great opportunity to use your collective wisdom to work through helping us develop a 10 -year vision for the city and ensure key council plans are responsive and delivering what’s valued and needed now and into the future.



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Whilst it might be harder right now...

Our current COVID-19 restrictions definitely make 'hosting' a conversation a little tricky at the moment, but you can use online communication tools like Zoom, Facetime, Microsoft teams and other channels you might already be using to catch up with friends, family or networks. You can make it even simpler and just do a phone call with a friend, or a teleconference with a couple of friends or colleagues.

Hosting a conversation is simple, easy, convenient and controlled. You pick the time, the people you want to join the conversation and your preferred way to communicate, in line with COVID –19 restrictions. Then simply discuss and record your responses to the questions.

There is a printable answer form at the back of this document or you'll see on page 20 the various ways you can submit your feedback.

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Getting Started

We've put together some steps and support to get your "Shape Your City" conversation underway- so let's get started.

Invite people to join

The first step to hosting a conversation is to invite the people you want to involve. There's no limit to the number of people you can invite, but as the host keep in mind you'll need to facilitate the conversation and collate the responses, so make sure it's manageable.

Whether you're inviting one or many, we've provided some text you might want to use to invite people to join your conversation:

Your voice matters, so please join a conversation to help shape the future of the City of Casey. [I'm/We're] hosting a Shape Your City Conversation via [insert your communication channel I.e. phone, zoom etc.] on [Insert date and time].

This 'Conversation' is part of the Shape Your City program. It's a chance for us to help inform the City of Casey's 10-year vision and future council plans for the services, facilities and infrastructure we need and value. Please RSVP by [Insert date].



Promote your conversation

If you are part of an organisation, service provider or group that sends out a regular communication such as newsletters, email updates or social media posts you might want to include some information on your 'Shape your City' Conversation. We've provided some text below you might want to use:

Help shape your City

The City of Casey is inviting all community members to help develop a 10-year vision for our City and provide a voice and suggestions on the plans that impact future services and infrastructure for where we work, live and play. Whether it's parks and playgrounds, the arts, community services, local roads or major infrastructure – it's our chance to help shape Casey's future.

There are lots of ways to make your voice matter including our upcoming 'Shape your City' Conversation on [insert date]. If you can't make it, you can respond individually online through Casey Conversations (the City of Casey's collaboration space) or by participating in one of the Online Dialogue sessions or other Shape your City activities.

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Host your conversation

The final step is to host your conversation. You can do this over the phone with friends, in your home with your family, at work, via online platforms such as Zoom/Teams/FaceTime or over the fence with your neighbours (at an appropriate distance of course!).

To guide you through this we have provided three questions which consider Casey generally (i.e. the whole community/Council area) and some key themes to discuss in your conversation. At a minimum we encourage you to cover all the general questions, but you might be much more interested in some and that's ok too.

The themed questions give you an opportunity to concentrate on an area or areas of most interest. You can cover all, some, one or none of the themed questions in your conversation.

You should be able to complete the discussion in about 45 minutes if you are powering through, or take longer if you are really passionate about something!



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Now onto the questions...

ABOUT CASEY GENERALLY

Try your best to discuss all of the general questions. As a guide spend at least five minutes discussing each one before you decide on your final responses to the question. If you can't cover them all that's ok too - but it would be really great to have your responses to all of them. Any feedback is valued.

1. Thinking ahead ten years, to 2030, what is one sentence that you would like to be able to use to describe the place you live and why is that important to you?
2. What are some things that make you feel less connected to the place you live or that you think are not working and what can Casey do to solve that challenge?
3. What would give you more confidence in Council as your local governing body?

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Things to consider

Thinking ahead ten years, to 2030, what is one sentence that you would like to be able to use to describe the place you live and why is that important to you?

- Casey's population will grow by about 100,000 over the next ten years, about a 20% increase, with the most rapid growth being at Clyde, Clyde North, Junction Village and Botanic Ridge
- The number of people aged 65 years and over years will increase by 50% for the same period, whereas the population of 0-10-year olds will increase by around 26%.
- 38% of Casey population was born overseas; it's a highly multi-cultural city
- Average household size is declining, which means we need more 1-2 bed dwellings, which will help cater for our ageing population

What are some things that make you feel less connected to the place you live or that you think are not working and what can Casey do to solve that challenge?

- For new Casey residents it can take a while to settle in and feel part of the community
- Young parents, migrants and elderly have been identified as being at risk, and experience loneliness
- More culturally inclusive events and activities for young people and families has also been suggested in previous consultation

What would give you more confidence in Council as your local governing body?

- Recent research found that many Casey residents did not believe Council used resident feedback, or genuinely listened, when consulted, and felt there was a lack of information as to how Council had considered their input
- Another barrier identified was the inability to find out how/when to provide feedback
- Others were seeking more digital, and time efficient ways to provide feedback/ input
- Despite these concerns nearly half of respondents to a survey said they were satisfied with consultative processes run by Council

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Theme Questions

Once you've answered the general questions you can respond to all, some, one or none of the following questions.

If you do discuss at least one, then start with the one you are all most passionate about.

In the questions you will notice the word 'we'. When it says 'What can **we** do...' it means all of us. It can include what you expect Council to do, but it also means what we can do as a community, workers and/or visitors to the City of Casey. It might also include what businesses, not-for-profits or state government could contribute.

Also it's important to remember, there are things that you may raise that are outside of council control, it doesn't mean they are not important, your insights on what's important gives Council a much better idea of areas or issues they can influence or advocate for on your behalf.

Sometimes the best solutions are those that involve partnerships. We want to know what you expect of Council but we are also keen to how you as a community can help shape our city. It's a team effort!

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Questions

WHERE WE LIVE

Your neighbourhood should be a place that makes you feel 'at home', safe and connected. Your neighbourhood is about your home, your local surrounds and the places where you spend your everyday life, including local parks and community facilities.

4. What can we do to ensure that our neighbourhoods provide a welcoming, healthy and safe place for all members of the community, to encourage a greater sense of community and pride in our spaces?



Things to consider

What can we do to ensure that our neighbourhoods provide a welcoming, healthy and safe place for all members of the community, to encourage a greater sense of community and pride in our spaces?

- Not everyone feels at home, welcome, or safe in Casey.
- Knowledge of, and access to, services when people are at risk is needed in every community. How is Casey doing in this regard?
- For new Casey residents it can take a while to settle in and feel part of the community.
- Previous consultation has identified 'hoon' drivers as a common issue of concern.
- Also identified previously is the need for more playgrounds, toilets and shaded areas for parks.
- Young parents, migrants and elderly have been identified as being at risk, and experience loneliness.
- More culturally inclusive events and activities for young people and families has also been suggested in previous consultation.

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Questions

DESTINATIONS

Destinations is about where we spend our day to day – where we go to work, or where we do our shopping and go to a dinner (not right now!). Destinations is about the activity and economic drivers that make Casey a good place to do businesses. These are the places we meet people that don't necessarily live on our street but might live in our postcode.

5. What can we do to make our local centres thrive, to make them safe and attractive destinations that you want to keep coming back to, and ensure our businesses and services grow and are able to adapt to change?
6. How can Casey support and facilitate local businesses/services to be resilient/ flexible to meet ever changing needs and expectations of the City?



Things to consider

What can we do to make our local centres thrive, to make them safe and attractive destinations that you want to keep coming back to, and ensure our businesses and services grow and are able to adapt to change?

- Vast majority of people who live in Casey, and who are employed, commute long distances – not so many local employment opportunities in Casey
- Casey jobs amount to 3.2% of all Greater Melbourne job, despite having over 7.5% of Greater Melbourne's population
- Do young people and young adults see local centres as attractive destinations, or do they go elsewhere? What could be done to entice more people to spend time in Casey?

How can Casey support and facilitate local businesses/services to be resilient/ flexible to meet ever changing needs and expectations of the City?

- Casey relies heavily on retail (over 15% of all jobs); and therefore has been hit hard with COVID-19 restrictions. Should Casey be developing other employment sectors? If so, which ones have potential and how might we better take advantage of these opportunities?
- What do you consider to be Council's key role in direct support of local business? Currently Council provides a range of business support programs but is there more direct business support that council can provide?
- Employment in the startup sector is dominated by five main sectors: health, eCommerce, financial services, enterprise and IT /digital. How can Casey better support local startups and entrepreneurs and build a culture of innovation across our local business community?
- Of the almost 25,000 businesses located in the City of Casey a high proportion of these are sole-traders and home-based business. It is often a challenge for Council to find and connect with these businesses. How can council do this more effectively?

Questions

HOW WE GET AROUND

How we get around considers the way we move through our streets to get from one place to another by either public transport, private vehicle (including car-pooling), or active modes of transport (such as walking or cycling). This includes travelling to work, education, or the shops.

7. In what ways could transport be made more accessible and affordable for everyone in the City of Casey?
8. How could Casey support more active modes of getting around such as walking or cycling?



Things to consider

In what ways could transport be made more accessible and affordable for everyone in the City of Casey?

- Previous consultation has identified these concerns.
 - Limited public transport opportunities to reduce pressure on South Gippsland Highway
 - Insufficient parking on access to railway stations for commuters
 - Getting around Casey can be challenging. Transport issues have been identified in previous consultation.
- Findings from a recent public transport review for Casey found that:
 - Even though areas of City of Casey have a high population catchment, the availability to use public transport to get to essential services is poor, especially Cranbourne East and Clyde North
 - Hampton Park and Cranbourne West have reasonable public transport accessibility however significant improvements can still be made
 - The growth area suburbs of Casey are far from achieving a 20-minute neighbourhood that 'Plan Melbourne' sets out to accomplish.
 - There are a large number public transport stops in Casey, but this does not translate to an effective public transport service for Casey residents with connectivity and frequency lacking in many areas.

How could Casey support more active modes of getting around such as walking or cycling?

- Are you aware of Casey's 'Walk and Ride Strategy'? It would be great if you could share this document and consider before responding to this question.

<https://www.casey.vic.gov.au/sites/default/files/2019-12/Walk%20and%20Ride%20Strategy.pdf>

- In terms of health and wellbeing in the City of Casey; 25.2% of Casey residents are classified as obese, 29.1% are overweight (Victorian Population Health Survey 2014), 21.9% or one in five do less than 30 minutes of physical activity per week and previous consultation strongly suggested support for safer cycleways and pedestrian walkways across Casey
- A well-connected path network brings economic benefits by attracting local users and regional and interstate visitors to the area. Increased visitation encourages spending in local businesses.

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Questions

LOOKING AFTER THE PLACE

Looking after the place is about creating a sustainable, healthy, and pleasant environment that we can proudly pass on to our children and future generations.

9. What can we do to ensure we have a clean, well-maintained and safe environment for our rapidly growing Casey population?
10. How can we better prepare for more frequent extreme weather events, such as severe storms and bushfires over the coming years and decades?



Things to consider

What can we do to ensure we have a clean, well-maintained and safe environment for our rapidly growing Casey population?

- Previous consultation has identified that almost everyone surveyed (93%) believes that it is important for Council to have a plan to work towards becoming a more environmentally sustainable community
- Casey has only 7% remnant vegetation cover
- 92% of Casey residents surveyed said it is important for them to have easy access to nature reserves
- Waste service surveys consistently show very high (above 90%) community satisfaction with kerb side services, whilst it has been found that 26% of waste placed in the bin that goes to the landfill contains recyclable material
- Promoting recycling and planting more indigenous trees were seen as the largest steps community can take towards improving their environment footprint
- The following Casey strategies are worth a read:
 - Rethink your Waste' https://www.casey.vic.gov.au/sites/default/public/2018-10/Rethink-you-Waste-Strategy-2016_2022.pdf
 - Emissions Management Plan <https://www.casey.vic.gov.au/sites/default/files/2018-09/Emissions-Management-Plan-2018-22-Attachment-A.pdf>
 - Biodiversity Strategy <https://www.casey.vic.gov.au/sites/default/files/2018-09/Casey-s-Biodiversity-Strategy-15-05-2018%20%281%29.pdf>

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Things to consider

How can we better prepare for more frequent extreme weather events, such as severe storms and bushfires over the coming years and decades?

- Casey is expected to be hotter and drier. This is due to the combination of higher temperatures, increased evaporation, and the reduction in annual rainfall. The drier landscape will result in an increased risk of bushfires.
- Impacts from this include increased demand for emergency response, medical assistance and recovery; impacts on public facilities including schools, reserves and parks; and health impacts from decreased air quality.
- The CSIRO predicts rainfall will decrease by 8% in 2030 and 23% by 2070.
- Although there will be less average rainfall, when it does rain, storm events are likely to be more extreme. Increased rainfall intensity may cause flash flooding and the strength and frequency of wind is also expected to increase.
- Sea levels have already risen and this is projected to continue. The effects of sea level rise will be most pronounced during extreme tides and storm events when the effects of wind amplify the height and force of waves. Sea levels are predicted to rise up to 490mm in 2070.
- Impacts from sea level rise will be flooding in low-lying residential and commercial properties, damage or loss of beaches, coastal wetlands and foreshore reserves and their amenities, as well as negative impacts on businesses dependent on beach-related tourism.
- Action by individuals and the community can scale up and create a collective change to mitigate climate change. Some of the areas to consider are: improving household efficiency, understanding energy use, using sustainable transport such as bikes, reducing consumption and waste generation.
- More information can be found • <https://www.seccca.org.au/> and at https://www.casey.vic.gov.au/sites/default/files-public/user-files/Waste%20%26%20environment/Guides/Climate_Change_booklet.pdf

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Now bring your conversation to life!!

We've set up a number of ways to submit your feedback once you've had your discussion.

You can:

1. Have your discussion together and then you can each individually respond using the [Casey Conversations](#) website – either through the 'Join Live' or 'Questionnaire' tools
2. Enter feedback directly whilst together into the Shape Your City 'Join Live' tool on [Casey Conversations](#). Individuals in your group can suggest their ideas and like or unlike comments, helping you as the host prioritise actions or ideas.
3. Have your discussion and take notes in a document type like Microsoft Word, or the attached PDF pages. These can be sent into the Council via communityengagement@casey.vic.gov.au
4. Have some fun and record your discussion as a video or in interview style! These can be sent into the Council via communityengagement@casey.vic.gov.au, and if you give permission we will load it onto the [Casey Conversations](#) website
5. Draw us a picture or create a picture library of your discussion. These can be sent into the Council via communityengagement@casey.vic.gov.au, and we can also load these onto the [Casey Conversations](#) website with your permission

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Fill in pages (print me)

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Your voice matters.
Be part of the conversation.

Visit conversations.casey.vic.gov.au

Contact City of Casey

03 9705 5200

NRS: 133 677 (for the deaf,
hearing or speech impaired)

TIS: 131 450 (Translating and
Interpreting Service)

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