

# MEETING MINUTES

## Meeting

**Team Name:** Communication and Engagement Advisory Group

**Date:** 18 October 2023

**Time:** 5:00pm – 7:00pm

**Venue:** Port Stephens Council Admin Building and Zoom

**Chairperson:** Cr Leah Anderson

**Minutes:** Elizabeth Akerman/Matt Lantry

**Purpose of Meeting:** To provide advice and guidance on communications and engagement projects

**File:** PSC2023-03041

## Attendance

Councillor Anderson Port Stephens Council	Councillor Wells Port Stephens Council	Kelly Hammond Community representative	Tanya Martin Community representative
Ros Armstrong Community representative	William (Bill) Doran Community representative	Elizabeth Akerman Port Stephens Council	Matt Lantry Port Stephens Council

## The following guests are invited to attend:

Janelle Gardner Port Stephens Council			
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## Apologies

Councillor Kafer Port Stephens Council	Greg Brown Community representative	Margarete Ritchie Community representative	Lauren Whitelaw Community representative
Ben van der Wijngaart Community representative	Angela Peace Community representative	Greg Brown Community representative	Paul Baxter Community representative
Cassandra Schmitzer Community representative	Casey Freeman Community representative	Emily Livens Port Stephens Council	

Item	Topic	Time Required	Responsible Officer	Action	Status/Date to be Completed
<b>1.0</b>	<b>WELCOME AND APOLOGIES</b>				
1.1	Acknowledgement of country and welcome	2 mins	Chairperson	<b>RECORD</b> – Welcome and acknowledgment of Country undertaken. Housekeeping outlined including keeping the meeting on time, location of amenities, and emergency exits.	Nil
1.2	Warm up	10 mins	Everybody	<b>RECORD</b> – The attendees provided their 'life highlight' since the last meeting.	Nil
<b>2.0</b>	<b>FEEDBACK – COMMUNICATION AND ENGAGEMENT PLANNING</b>				
2.1	Feedback from previous meeting	15 mins	Elizabeth Akerman	<b>RECORD</b> – Process provided for CX team when receiving calls. Established that some departments can operate differently. Bill suggested the consideration of a call-back system. <b>RECORD</b> – Positive feedback received closing the loop email for Dunmore playground (2 positive emails) <b>RECORD</b> – Negative feedback regarding Smart Parking with no response to a submission received. <b>ACTION</b> - Liz to review the process.	Nil

Item	Topic	Time Required	Responsible Officer	Action	Status/Date to be Completed
2.2	Local Housing Strategy Review Presentation	10 mins	Elizabeth Akerman	<b>RECORD</b> – Update provided and confirmed CEAG feedback had been taken on board from the previous meeting. Liz outlined advertisement methods. Cr Anderson supported Bill’s suggestion of opening the forum to the general public to attend.	Nil
2.3	Coastal Management Program	45 mins	Elizabeth Akerman	<p><b>RECORD</b> – Positive feedback regarding the video presentations.</p> <p>With regard to the use of online mapping tools, where you pin comments, it was suggested by Roz that Council should consider ways improve computer literacy especially for our elderly residents including providing tutorials at the libraries face to face. Cr Anderson also struggled to use the platform. Bill suggested more interactive options are useful.</p> <p>Suggestion to make all comments anonymous and just have the location of the person making comment.</p> <p>The Hunter Estuary CMP is different to the Port Stephens CMP and has only completed stage 1.</p> <p>Cr Anderson suggested the engagement report handout provided at the meeting be made accessible to the community. It shows the extent Council has gone to with engagement. Strongly supported from the floor.</p> <p>For Stage 4 (public exhibition) Tanya suggested Council consider what we’re asking for feedback on. To assist with this Liz recommended using a guided submission/survey process. FAQ sheet to be considered.</p>	Nil

2.4	Smart Parking	30 mins	Group	<p><b>RECORD</b> – Roz recommended the smart parking document be broadened. Community feedback needs to be included in the documents. Community views are always provided but rarely see the views communicated or documented.</p> <p>Website needs to be updated more regularly (Spencer Park example provided).</p> <p>Liz discussed the advantages of the new 'Have Your Say' website.</p> <p>The Smart Parking permit portal seemed very easy to use and positive feedback provided.</p> <p>Group discussion regarding constant negative comments on social media in relation to smart parking. The group felt more was needed to be done in response to these comments with FAQ sheets/links provided to potentially limit other negative comments.</p> <p>Keys to smart parking; fair and equitable, increased turnover of car parks, generates revenue, improves safety for pedestrians and motorists, supports local business</p> <p>Update on the website for smart parking should include information about 'why am I paying for parking' and content about the investment back into the town.</p> <p>New locations identified; Little Beach Nelson Bay, Fingal Bay, Birubi Headland (Robinson Reserve), One Mile.</p> <p>Suggestion to broaden stakeholder group to include Anna Bay CBD for Birubi. Need to consider the secondary impacts of potentially forcing people to park in business car parks.</p> <p>Suggested separate engagement needs to be done with One Mile beach users (different clientele more locals compared to Birubi more tourists).</p> <p>Next steps: Approach to be signed off from Assets team, pre-Christmas rollout, findings back to Council February 2024.</p>	
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**3.0 OTHER MATTERS**

Item	Topic	Time Required	Responsible Officer	Action	Status/Date to be Completed
3.1	Nil				
3.2	Thank you, next meeting and close	2 mins	Chairperson	<p><b>RECORD</b> – Discussion had about a possible 1 hour zoom session pre Xmas, otherwise next meeting would be for February 2024.</p> <p><b>ACTION</b> – Council to confirm next meeting date (Liz/Emily)</p>	

**MEETING CLOSED AT: 6:55pm**

**NEXT MEETINGS**

**Date: TBC**

**Time: 5:00pm**

**Venue: Port Stephens Council Admin Building and Zoom**

# ATTACHMENT 1 – MEETING POWERPOINT PRESENTATION

## Communications & Engagement Advisory Group

18 October 2023

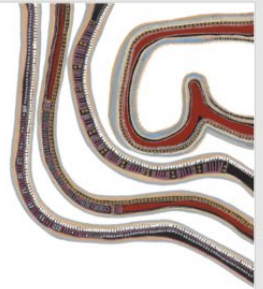


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## Acknowledgement of Country

We acknowledge the Worimi as the original Custodians and inhabitants of Port Stephens.

May we walk the road to tomorrow with mutual respect and admiration as we care for the beautiful land and waterways together.



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It's always good to get to know each other more!

What's a life highlight since the last meeting?



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Feedback -  
the good and the bad!  
**Customer Experience**  
**Playground surveys**  
**Shoal Bay smart parking**



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## Local Housing Strategy Review Communications and Engagement Plan:

Revisions following  
CEAG feedback



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## CEAG feedback

- Housing Forum stakeholder listing now includes:
  - Defence
  - Aviation
  - Hunter Tenants Advice and Advocacy Service
  - Government agencies
  - Local Aboriginal Land Council
  - Homeless service providers
  - Aged care provider
- EOI included for general resident participation



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## Where are we up to?

- Communications already underway
  - Media release
  - Your Port hardcopy
  - Print advertisement (examiner and NOTA)
  - Webpage
  - Paid social media
- EOI underway closing 1 November
- Targeted invited for Housing Forum being distributed this week
- Housing forum set for 10 November



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## Coastal Management Program

Stage 4  
Public Exhibition



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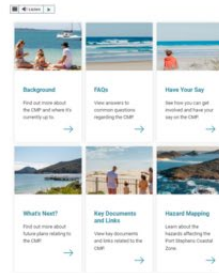
## Coastal Management Program

Why do we need one?

Coastal Management Programs (CMPs) set the long-term strategy for the coordinated management of the coast.

It is a legislated requirement under the Coastal Management Act 2016.

### Coastal Management Program



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## Coastal Management Program

Where does it cover?

This CMP covers the area marked as shown. It has been split into three study areas as they have distinct differences.

Other coastal areas of Port Stephens will be covered by another CMP called the Hunter Estuary CMP.

The Hunter Estuary CMP has completed Stage 1.

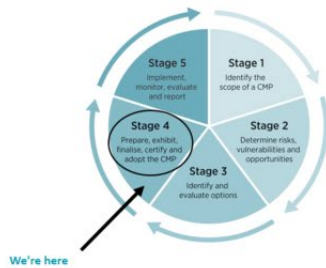


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## Coastal Management Program

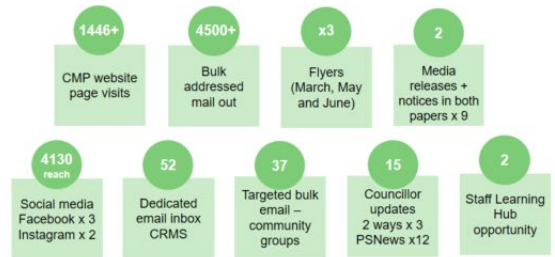
Where are we up to?

We've just completed Stage 3 and are heading into Stage 4.



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## What have we done Stage 3? Communications



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## What have we done? Engagement



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## What's next? Stage 4 Public Exhibition

• What's are our objectives

• Who are our stakeholders?

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## What's next? Stage 4 Public Exhibition

• Communication methods

• Engagement methods

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## Smart Parking in your place



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## Smart Parking – context setting

Smart Parking is a way to manage parking and the benefits include:

- Flexible and equitable access to public parking
- Increased parking turnover during peak periods
- Generates revenue to deliver public space improvements
- Improves safety for pedestrians and motorists
- Supports business



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## Smart Parking - context setting

Smart Parking has been installed in Nelson Bay CBD and recently approved to be extended to Laman Street and Fly Point in Nelson Bay and also in Shoal Bay.

Smart Parking is also now being investigated to be rolled out to various new locations across Port Stephens.

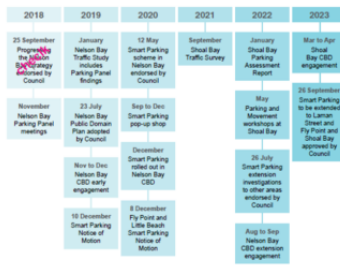
These new locations include:

- Little Beach, Nelson Bay
- Fingal Bay
- Birubi Headland, Robinson Reserve, Anna Bay
- One Mile



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## Smart Parking - context setting



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## What's next?

- What are our objectives?
- Who are our stakeholders?



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## What's next? Phased approach – Phase 1 Involve; Phase 2 Inform

- Communication methods
- Engagement methods



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Thank you!



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