



Conversation Toolkit



A toolkit for community groups to use to host conversations with their groups to help shape Future Wellington.



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What is Future Wellington?

Wellington Shire Council is pleased to introduce Future Wellington, a project that shapes the future of our community.

Future Wellington involves reviewing five essential documents that guide Wellington Shire Council's direction and the priorities Council deliver:

1. Our Community Vision
2. Council Plan
3. Municipal Public Health and Wellbeing Plan
4. Asset Plan; and
5. Financial Plan.

Our Community Vision was created in 2008 and has been regularly reviewed. It represents what our community wants Wellington Shire to look like in the future.

We have been working towards our Community Vision along with the Council Plan.

Now, we want to check that this vision still matches your goals and priorities. There are so many different ways to get involved.

- Dive into our online survey or fill out a postcard to share your thoughts on priority areas.
- Chat with us in person at lively workshops, pop-ups, markets, and events.
- Join one of our interactive online sessions or host a Community Conversation with your local group.
- Unleash your creativity by drawing your vision of Future Wellington or capture a photo of what Wellington means to you and submit it to us.
- Share your vision for Future Wellington through a captivating video or story.

Or host a Community Conversation with your group by using this toolkit to help identify what may be needed to respond to our community's needs in the future.

While prepared and adopted by Council, the **Community Vision** is our communities' vision for the Wellington you want to see in the future. Council plays a major role, but many others are involved in delivering on the Community Vision such as other government agencies, community groups and organisations, residents, and our local businesses. Perhaps your group is already leading the way and delivering on the Community Vision.

A new **Council Plan** is prepared every four years after the general election (which is scheduled for November this year) and outlines the priorities and services Council will deliver to help achieve the Community Vision.



Council also develops a **Municipal Public Health and Wellbeing Plan** every four years that focuses on addressing community health and wellbeing in partnership with other health services and community groups.

The **Asset plan** ensures we have the facilities we need to deliver our priorities and services

The **Financial plan** ensures we have the resources we need to operate now and into the future.

The input of your group is important for shaping Future Wellington and identifying the priorities that matter to you most. Use this toolkit to share your group's feedback from July to August to help craft the new Community Vision and Council priorities.

For more information about Future Wellington, visit [Your Wellington Your Say](#).

About the Toolkit

Why was the Community Conversation Toolkit created?

We want as many people as possible to get involved in Future Wellington by sharing their ideas, but we also know people live busy lives! The toolkit was created to make things a little easier.

The toolkit will guide you through holding a conversation with your group about Future Wellington. The best part is you can do this at a time and place that best suits your group. You can also make this conversation as formal or informal as you want. You can do this around the kitchen table, in your workplace, at a committee meeting, or with members of your local club or social group.

There is significant value in people coming together and sharing in a conversation about the future that the plans are trying to create. By opening ourselves up to discussion of new ideas and opinions, even ones that we disagree with, we get a deeper understanding of topics and issues. You also get to share experiences, different insights, and knowledge.

Who can use the Conversation Toolkit?

Families, community groups, social groups, associations, committees, businesses, and other groups that would like to provide their feedback about their vision and priorities for Future Wellington as a group.

What's included in the Conversation Toolkit?

The Toolkit includes:

- What you can do to prepare for your conversation, including a suggested agenda.
- Tips on leading your own conversation.
- Questions for you to respond to.
- Instructions on how to return the toolkit.



Preparing for your Conversation

Important information

☐	Future Wellington Cheat Sheets (here)	Please ask members of your group to review the cheat sheets prior to your conversation to help support your discussions.
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Additional information

Cheat sheets ([here](#)) have been prepared to provide useful background information about Future Wellington.

The full documents are also available. You don't need to read them in full, but there are key parts that are important to review for your discussion:

	Plan	Key parts to review
☐	Our Community Vision	The vision for the future, themes, and priorities
☐	Council Plan	The four strategic directions and outcomes
☐	2021-25 Council Plan Progress Report - December 2023 (wellington.vic.gov.au)	What programs, activities have been delivered in partnership to meet the priorities in the Council Plan
☐	The Municipal Public Health and Wellbeing Plan	Community Outcomes, Health Priorities, Health Objectives
☐	Financial Plan 2021-22 to 2030-31 (wellington.vic.gov.au)	Executive summary
☐	Asset Plan 2021-2025 (wellington.vic.gov.au)	Executive summary



Resources checklist

	In person	On-line
☐	Pens	Make sure everyone has the link for the on-line meeting in advance and know how to log in
☐	Paper	The note taker should have the toolkit set up on-line or a hard copy so they can record notes either virtually or by hand
☐	An extra copy of the toolkit to add your feedback	Have the toolkit set-up to present on your screen
☐	Handouts of printed material e.g., Future Wellington Factsheets	Distribute via email in advance and have available to present in the meeting if required
☐	Contact council if you would like a printed copy of the Community Vision, Council Plan or the Municipal Public Health and Wellbeing Plan, please email: futurewellington@wellington.vic.gov.au or phone 1300366244	Make sure participants know they can find the documents on-line via Your Wellington Your Say .



Roles and responsibilities

Before you start your conversation, it is useful to assign roles and responsibilities. This will help to ensure every voice and opinion is heard and the conversation is productive. Depending on the size of your group you could nominate someone in your group as follows. These roles and responsibilities are important whether you meet virtually using online meeting tools or in person.

Roles	Responsibilities
Chair & Facilitator	The person who arranges, leads, and concludes the meeting. This person is also responsible for keeping the discussion and decision-making on track.
Timekeeper	This person ensures time efficiency of the meeting
Notetaker	This person is responsible for documenting key action items, decisions, and questions. The Notetaker will capture notes for inclusion in the toolkit. Everyone involved in the conversation should consider it their responsibility to help the scribe. The Notetaker can check back in with group along the way to make sure they have recorded feedback accurately.



Tips for Hosting a Conversation

Below are some tips for hosting your conversation whether you meet virtually using online meeting tools or in person.

Tips	Things to avoid
Focus on the discussion dynamics. Good quality decisions are usually arrived at after a good debate. It's by sharing diverse viewpoints, listening carefully to what someone has to say, building on their point, or by countering it with clear arguments that a solid decision can be made	Having discussions, which consist mainly of clarifying questions and answers.
All the views should be discussed. Make sure that everyone has the chance to speak.	Letting people dominate the conversation.
Schedule enough time, don't move on too fast. Draw out quieter members at times when they're likely to have something useful to say. You could say "tell me more about....."	
Online, this might mean a quick check-in with everyone or calling on specific people. You could encourage people to use the online meeting functionality like raising a hand.	
Go with the flow. Explore new ways of chairing to get the conversation flowing. Use examples, real life experiences and less formality where possible.	Sticking rigidly to the agenda and being too formal.
Watch out for the risks that come with hybrid meetings, where some people are in a physical room, and some are online. Sometimes hybrid meetings can easily leave those out who are online and might accidentally change the nature of decision-making.	In a hybrid environment, be careful not to allow those who are physically present to dominate the conversation.



Sample Agenda

If undertaking this conversation in a formal group setting, you can use the sample agenda. The agenda has recommended timing for each activity.

Item	Agenda topic	Purpose	Approximate timing
1.	Welcome, apologies, and Traditional Acknowledgement	Create a safe and inclusive environment where people feel able to contribute their views	5 minutes
2.	Background and purpose	Ensure people understand Future Wellington and the purpose of the meeting	5 minutes
Your Wellington Your Say Activities			
3.	Section 1: Community Vision	Feedback about whether the current Community Vision still matches your vision for the future of Wellington and more feedback to help shape the future of Wellington.	20 minutes
4.	Section 2: Priorities	Feedback to help Council make the tough decisions we face about prioritising our spending for the next decade and beyond.	10 minutes
5.	Section 3: Managing Council Assets	Feedback to help manage Council assets over 10 years.	10 minutes
6.	Section 4: Community Health and Wellbeing	Feedback to help Council to work with others to respond to your health and wellbeing priorities over next four years.	20 minutes
7.	Group Details	Details of the group that has provided feedback	5 minutes
8.	Next steps	Outline the next steps, how feedback will be used	5 minutes
9.	Thank you and meeting close		1 minute



Your Wellington Your Say Activities

The toolkit covers four sections with questions about:

1. Our Community Vision
2. Priorities
3. Management of Council Assets
4. Community Health and Wellbeing

While we would appreciate feedback on all these areas, your group has the following options:

- Choose to provide feedback on all four or
- Choose the sections they are most interested in.

Section 1: Community Vision

Facilitator Instructions

- Allow 20 minutes for this activity
- Introduce the activity
- Ensure someone captures the key points from the discussion for the toolkit. Everyone can assist by sharing their own notes.

Activity Introduction

Our Community Vision was first created in 2008 and since then has been regularly reviewed to make sure it represents what our community wants Wellington Shire to look like in the future.

In this activity your group will tell us if the current Community Vision still matches your vision for the future of Wellington and provide some more feedback to help shape the future of Wellington.

The current Wellington Shire Community Vision is:

"Happy people, healthy environment and thriving communities".

- 1. Does the Community Vision still describe the future Wellington Shire that your group would like to see?**

☐ Yes ☐ No ☐ Not quite ☐ Can't say



1.2 In a few words please tell us what your group wants Wellington Shire to look like in 2050.

1.3 In a few words please tell us what your group loves most about where you live?



1.4 In a few words, please tell us what your group feel could make Wellington Shire a better place to live?

1.5 In a few words please tell us what is most important to your group as our community grows and changes?



Section 2: Priorities

Facilitator Instructions

- Allow 10 minutes for this activity
- Introduce the activity
- Ensure someone captures the key points from the discussion for the toolkit. Everyone can assist by sharing their own notes

Activity Introduction

As part of reviewing our Council Plan, we would like to understand the areas that are most important to you. Rising costs, financial constraints, and a growing population, are important factors that influence decisions about the responsible management of services and infrastructure.

Your feedback will help us make the tough decisions we face about prioritising our spending for the next decade and beyond, considering our unique geographical and population challenges.

In this activity your group will rank the areas that are most important to you and tell us if there is anything else you think Council, should focus on

2.1 Rank the areas from 1-4, using one for the most important and four, the least important.

☐	Environment	Supporting a community that can respond to a changing climate. (Think about trees and plants, waste and recycling, climate, and sustainability).
☐	Economy	Supporting a community that is growing, sustainable and thriving. (Think about local business, training and education options for all ages).
☐	Liveability	Connecting and supporting a community that is liveable, healthy, engaged, and inclusive. (Think about services for people, places to meet and connect, activities and events, sports, arts, and other things to do, and looking after our health and wellbeing).
☐	Services	Fostering a community with access to the services and facilities needed. (Think about community facilities, roads and paths, parks and sporting grounds, and playgrounds).



2.2 In a few words, please tell us why your group has ranked the importance in this way.

2.3 Are there any specific areas that your group feel Council should focus on?

☐ No

☐ Yes

If yes, in a few words please tell us about your group's suggestion below:

2.4 Thinking about the environment, what should the priority be?

Tick one option				
☐	Prioritise choosing environmentally sustainable options when feasible, even if they come at a higher cost.	or	☐	Choose the most cost-effective options even if they are less environmentally sustainable.



Section 3: Managing Council Assets

Facilitator Instructions

- Allow 10 minutes for this activity
- Introduce the activity
- Ensure someone captures the key points from the discussion for the toolkit. Everyone can assist by sharing their own notes

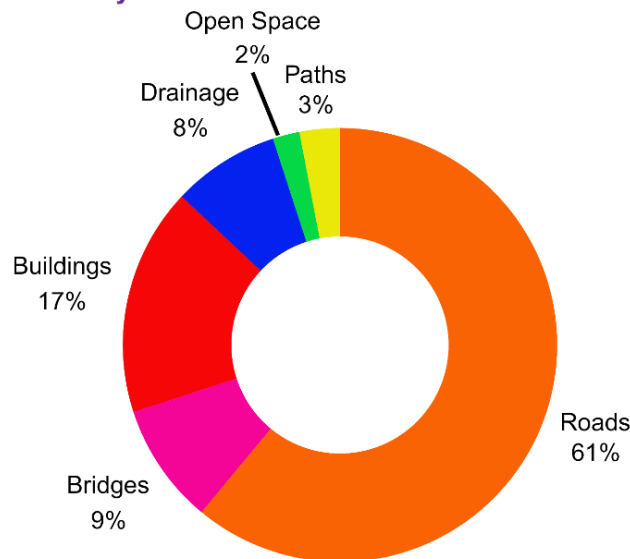
Activity Introduction

The purpose of our Asset Plan is to responsibly manage Council's infrastructure assets and ensure compliance. The Asset Plan also outlines the necessary funding to maintain assets in their current condition.

The total value of current Council infrastructure assets is in excess of \$1.3 billion as at 30 June 2023. The percentage of Council infrastructure assets is shown in the chart below.

In this activity you will provide feedback to help manage Council assets over the 10 years.

Assets by Value





3.1 Which type of assets should Council prioritise over the next 10 years? (Tick top 2 options)

	Tick top 2 options
Bridges and Major Culverts (includes floodways/channels)	☐
Buildings (building structure, roof, services, fit out and miscellaneous structures)	☐
Drainage (pits, pipes, open drains and drainage structures)	☐
Open Space (playgrounds and structures within parks, reserves and streetscapes)	☐
Paths (concrete, sealed and unsealed paths)	☐
Roads (sealed and unsealed roads and streets, kerb and channel and off-street carparks)	☐

3.2 What does your group think is most important when Council is deciding how to plan and invest in our assets?

Tick one option			
☐	Retire existing Council buildings and consolidate into new multi-purpose venues	or	☐ Allocate resources to retain and maintain existing Council buildings



Section 4: Community Health and Wellbeing

Facilitator Instructions

- Allow 20 minutes for this activity
- Introduce the activity
- When scoring the priorities, your group should reach agreement on the final score
- Ensure someone captures the key points from the discussion for the toolkit. Everyone can assist by sharing their own notes

Activity Introduction

Council works with other organisations and levels of government to keep the community healthy and well.

In this activity you will provide feedback about the strength of the community, the barriers to health and wellbeing that will help Council to work with others to respond to your health and wellbeing priorities over next four years.

Community Strength

Introduction

This activity focuses on the level your group feels that people are connected to the community and the level that your group believes Council supports their health and wellbeing and access to support services.



4.1 Tell us to what extent you agree with each statement

Statement	Strongly agree	Agree	Disagree	Strongly disagree	Not sure or no opinion
I feel like I belong in my local community	☐	☐	☐	☐	☐
I know what is happening in my town	☐	☐	☐	☐	☐
Council understands the needs of my community	☐	☐	☐	☐	☐
I feel comfortable to be myself in my community	☐	☐	☐	☐	☐
I can access Council support and services I need	☐	☐	☐	☐	☐
Diversity in my community makes my life better	☐	☐	☐	☐	☐
I feel able to contribute to Council decision-making	☐	☐	☐	☐	☐
I am comfortable taking part in local activities (such as social, education or recreation)	☐	☐	☐	☐	☐
In an emergency, I could ask for help from my neighbours	☐	☐	☐	☐	☐
I can easily access the internet	☐	☐	☐	☐	☐
People in my community are kind to me	☐	☐	☐	☐	☐
The services I require are easily accessible	☐	☐	☐	☐	☐



Barriers to health and wellbeing

Introduction

This activity focuses on the barriers the community faces to achieving health and wellbeing.

Research shows that the Wellington Shire community faces some barriers to achieving health and wellbeing. Below is a list of the most common barriers in Wellington:

Health conditions	- 5.8% of adults have heart, stroke and or vascular disease (8th highest in the state out of 79 local government areas). - 12% of people live with three or more chronic health conditions.
Nutrition	- 4% of people ate the recommended servings of vegetables per day (5). - 49% of people met the fruit consumption guidelines (2). - In 2020, 8.7% of people ran out of food and couldn't afford to buy more.
Alcohol	- 20% of people had more than two standard drinks of alcohol per day.
Physical activity	- 70% of people undertook low, very low or no exercise in the previous week.
Smoking and e-cigarettes	- 15% of adults smoke daily. - 16.5% of pregnant people smoked during their pregnancy.
Gambling	- The average spending per adults on gambling each year is \$460.19.
Mental Wellbeing	- 26.54% of adults are diagnosed with anxiety or depression. - 35.78% of adults believe life is not worthwhile.
Violence	- We have the 4th highest rate in the state (out of 79 local government areas) of recorded family violence incidents.
Community connection	- We have the 10th highest youth disengagement rate in the state (people 15-19 who are not working or studying) - 52.1% of people thought multiculturalism made their life better. - 57.9% of people said they could get help from their neighbours.
Sustainable living	- 5.37% of people commute by active transport (walking/cycling) - 0.38% commute by public transport



4.2 What, if any, barriers do your group think makes it hard for people to live a happy and healthy life?

4.3 Tell us in a few words what would help to overcome these barriers?



4.4 The Victorian Population Health and Wellbeing plan has chosen 10 priorities to improve the health of Victorians. Tell us which are your groups top four priorities.

	Tick top 4 priorities
Improving sexual and reproductive health	☐
Reducing harm from tobacco and e-cigarette use	☐
Improving wellbeing (mental health)	☐
Increasing healthy eating	☐
Increasing active living	☐
Reducing harm from alcohol and drug use	☐
Tackling climate change and its impacts on health	☐
Preventing all forms of violence	☐
Decreasing antimicrobial resistance across human and animal health	☐
Reducing injury	☐

4.5 In a few words, please tell us why your group has chosen these four priorities?



Group Details

Name of your group:

Purpose of your group:

How many people are in your group?

How many people contributed to this conversation?

In what town or area does your group usually meet?

Name of Contact Person:

Phone Number:

Email:



Next steps

You have come to the end of the Community Conversation Toolkit process. We value your participation and input.

The information and feedback you have provided will help Council to develop a renewed Community Vision, and Council, Municipal Health and Wellbeing, Asset and Long-Term Financial Plans that reflect and respond to the needs and priorities of our community.

Would your group like to be involved in further discussions later in 2024 to help shape Future Wellington?

☐ Yes

☐ No

Returning the Conversation Toolkit

Please return the completed Conversation Toolkit by **Friday 30 August 2024 at 5pm.**

1. Complete the electronic version (fillable word document) and return by:
 - a. **email:** futurewellington@wellington.vic.gov.au
 - b. **upload at:** [Your Wellington Your Say](#)
2. Complete a printed copy of the Conversation Toolkit and return it by **post** to
Organisational Performance and Governance
Wellington Shire Council
PO Box 506
Sale VIC 3850
Australia



FAQs

- 1. I know this engagement is for Future Wellington, however during our conversation, the group has identified some Council works that need to be undertaken such as repairing a broken sign. How do I let Council know about this?**

Please use the Customer Action Request system to report requests for Council works.

Customer Action Request online form: www.wellington.vic.gov.au/forms/customer-action-request-cars-form

Email: enquiries@wellington.vic.gov.au

Phone: 1300 366 244

Customer Action Requests will be responded to within 10 working days and are formally logged in our online system for reference.

For a timely response please use the Customer Action Request system to report requests for Council works. Requests made through the toolkit will not be reviewed until later in 2024.

- 2. I've read the conversation toolkit; however, I have some additional questions. Who can I contact to discuss these further?**

Please let us know if you need any help or assistance. Use your preferred method to contact a member of the Future Wellington Project Team:

- Email: futurewellington@wellington.vic.gov.au
- Call: [1300 366 244](tel:1300366244)

- 3. Some group members have further feedback they would like to provide outside of the group conversation. What should they do?**

Individuals looking to provide more feedback can take part in the activities outlined on [Your Wellington Your Say](#).



Sale Service Centre 18 Desailly Street (PO BOX 506), Sale VIC 3850 Telephone 1300 366 244

Yarram Service Centre 156 Grant Street, Yarram VIC 3971 Telephone (03) 5182 5100

Web www.wellington.vic.gov.au **Email** enquiries@wellington.vic.gov.au

