

3. CITY STREETS UNIT COMMUNITY CONSULTATION PRACTICE MODEL

Officer responsible City Streets Manager	Author Anna Ross, RDT Pacific
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Stephen Matheson, Manager of the City Streets Unit and Chris Kerr, Business Process Manager commissioned RDT Pacific to develop in consultation with the City Streets Unit a Community Consultation Practice Model.

The purpose of the practice model was “to establish appropriate consultation practices and tools to enable the City Streets Unit to effectively and efficiently consult, and if applicable, to act as a pilot project for consultation practices”. The model can be broken down into the overall framework, process, roles and responsibilities on consultation practice. The model offers a flexible approach to consultation that is able to match issues to consultation approaches.

CONSULTATION AND COMMUNICATION MODEL CURRENT STATUS

The City Streets Unit Project team, which includes representatives from City Solutions, City Water & Waste and the Community Relations team, have reviewed, tested and revised the model in workshop sessions and City Streets Unit project managers have tested the model on pilot projects. City Streets Manager and the Project Team have agreed to apply the model to all new and appropriate projects. It is understood the model is in the final developmental stages but will be organic in nature with continual revisions as the environment changes.

COMMUNITY CONSULTATION AND COMMUNICATION MODEL

The following narrative provides an introduction to the key sections of the Consultation and Communication model.

Consultation Process Flow Diagram

The flow chart outlines the consultation process and the phase and steps this includes. The consultation process includes four phases, these are Pre-Consultation, Strategic Selection, Implementation and Evaluation and Review.

Consultation Guidelines

The guidelines provide definition, roles and responsibilities and guidance on the process steps, tasks and decisions that make up the consultation process (flow chart).

Consultation and Communication Plan

A Consultation and Communication Plan is provided in guide sheet and template form. The plan is to be completed by the consultation leader and forms the basis of all consultation and communication activities and actions.

Consultation Approach Selection Form

This form guides the consultation leader through a list of targeted questions to determine the appropriate consultation approach that should be adopted.

Tool Selection Table Matrix

Targeted questions are applied to assist the consultation leader determine the appropriate consultation tools.

Chairman’s

Recommendation: That the information be received.