mosaicLAB

Coliban Water Pricing Submission

COMMUNITY PANEL

Process Report

March 2022

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REMIT

Coliban WATER

REMIT

Our region is facing a critical point in its water supply and demand. Our built structures are aging, and our climate is getting drier. We need to prepare for this changing future. We want your help in deciding how to balance these priorities and set water prices for the next five years.

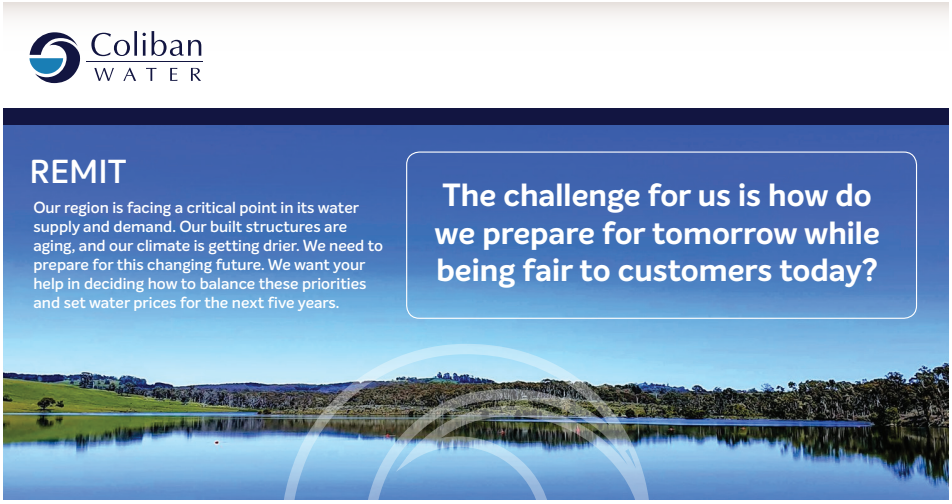
The challenge for us is how do we prepare for tomorrow while being fair to customers today?

INTRODUCTION

Coliban Water exists to deliver water services for community needs now and into the future, led by the vision of 'Water to Live, Grow and Enjoy'.

Coliban Water provide water and sewage services to 49 towns across 16,500 square kilometres in North Central Victoria. They are a 100% customer funded business.

In 2021, Coliban Water embarked upon engagement for its water pricing submissionto seek customer input into their five year pricing plan. The results of the engagement will be submitted to the Essential Services Comission (ESC) for approval. The Coliban Water Community Pricing Submission Community Panel was assembled following multiple engagement activities that began back in June 2021. These engagement phases were guided by the remit:



The wider engagement phase, which ran from June 2021- January 2022 included;

- Desktop review
- Stakeholder interviews
- Telephone survey
- Bill simulator survey
- Bill simulator focus groups and
- Bill simulator interviews.

The insights from this phase were fed into the Community Panel, which began on the 9 of February 2022 and included an initial 45 people. Panellists were independently recruited by Sortition Foundation in order to match the demographic profile of the Coliban Water Region.

The Coliban Water Pricing Submission Community Panel was held online via Zoom due to increased COVID restrictions, the panel met for an evening meet and greet session, followed by four full days.

The Panel was tasked with producing recommendations to be used by Coliban Water to guide their development of a submission to the ESC on water pricing for the next 5 years. The panel also offered specific feedback on four specific dilemmas identified by Coliban Water.

This report outlines the Coliban Water Pricing Submission Community Panel process. It summarises the design and implementation of the deliberative engagement process and includes the results of pre and post deliberation surveys undertaken to collate feedback from panel members.

PROCESS ROADMAP

The roadmap below provides an overview of the Coliban Water engagement process.

PLANNING	WIDER ENGAGEMENT			DELIBERATIVE PANEL		
May 2021	**June 2021**	**July – August 2021**	**Sept 2021**	**Oct 2021**	**Nov 2021**	**Dec 2021**
PS23 Engagement activities Codesign Planning workshop Finalise Strategic Engagement Plan (SEP) Executive sign off on SEP Panel background document (Started)	**PS23 Engagement activities** Desktop review of Community sentiment commenced	**PS23 Engagement activities** Targeted engagement commneced Desktop review of community sentiment completed	**PS23 Engagement activities** Plan recruitment for Deliberative Panel	**PS23 Engagement activities** Recruitment of Deliberative Panel (started)	**PS23 Engagement activities**	**PS23 Engagement activities** Bill Simulator focus groups commenced
Other key activities Meeting of Board Committee	**Other key activities** Stakeholder Management Software completed Sustainability Review Annual Customer Forum	**Other key activities** Meeting of Board Committee	**Other key activities**	**Other key activities** Urban Water Strategy – public comment period	**Other key activities** Meeting of Board Committee Water Alliance Survey	**Other key activities**
PS23 Outputs Finalised SEP	**PS23 Outputs**	**PS23 Outputs** Feedback report on desktop study and all wider engagement Finalised Engagement agenda	**PS23 Outputs** Finalised Engagement agenda Recruitment plan finalised	**PS23 Outputs** EOI process underway (invitations out)	**PS23 Outputs**	**PS23 Outputs** Confirmed panel member list Background document finalisation

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DELIBERATIVE PANEL				CHECK-IN WITH WIDER COMMUNITY/ RECALL DAY FOR RESPONSE TO PANEL		FINAL DRAFTING OF PS23 SUBMISSION/ DEVELOPMENT OF RAG'S FOR ONGOING ENGAGEMENT		SUBMISSION OF DRAFT PS23
Jan 22	**Feb 22**	**March 22**	**April 22**	**May 22**	**June 22**	**July 22**	**Aug 22**	**Sept - Oct 22**
PS23 Engagement activities Background Document Recruitment of Deliberative Panel (finalised) Targeted engagement completed Bill Simulator focus groups completed Wider engagement report completed	**PS23 Engagement activities** Panel Meet and Greet Online discussion portal for deliberative process Panel Session 1	**PS23 Engagement activities** Panel session 2 Panel session 3	**PS23 Engagement activities** Panel presents to Board	**PS23 Engagement activities** Coliban Water response to Panel recommendations Wider Engagement on Draft PS23 Recruitment plan for RAGs	**PS23 Engagement activities** Panel Recall day Supplementary recruitment RAGs	**PS23 Engagement activities** Recruitment of Regional Advisory Groups (RAGs)	**PS23 Engagement activities** Meet and Greet of RAGs Establishment of RAGs	**PS23 Engagement activities** Finalise Pricing Submission 2023 to ESC
Other key activities	**Other key activities** Check in with Board	**Other key activities**	**Other key activities**	**Other key activities**	**Other key activities**	**Other key activities**	**Other key activities** Check in with Board	**Other key activities**
PS23 Outputs	**PS23 Outputs**	**PS23 Outputs** Panel report	**PS23 Outputs** Process report	**PS23 Outputs** Wider engagement report Coliban Water response document	**PS23 Outputs** Panel feedback on draft PS23 Terms of reference for RAGs	**PS23 Outputs** Final RAG members confirmed	**PS23 Outputs** RAGs working agreements and decision-making principles	**PS23 Outputs** PS23 submission

PROJECT BACKGROUND

PRICING SUBMISSION 2023

The Victorian Essential Services Commission (ESC) is an independent government regulator with oversight of a number of industries including water, electricity and gas, councils and the taxi industry.

Every five years Coliban Water has its services, prices and level of investment reviewed by the ESC.

The ESC regulates the Victorian water sector through a framework and several key pieces of legislation. One of these frameworks is the PREMO water pricing framework. It was introduced from 1 July 2018 and is designed to put customers at the centre of a water business' decision making. Coliban Water is one of 15 Victorian water authorities that are required to submit their five-year pricing plan to the ESC for approval.

Coliban Water need to demonstrate that prices and investments are prudent and meet business requirements and are fair in terms of the impact on our customers and the community.

Coliban Water's current Pricing Submission 2018–2023 (PS18) was approved by the ESC on 19 June 2018 and they publicly report annually on our performance against the 'Outcomes of the Submission'.

You can find out more information about the ESC's role in the Victorian water sector on their website
https://www.esc.vic.gov.au/water

WIDER COMMUNTIY AND STAKEHOLDER ENGAGEMENT

The wider engagement phase was conducted between June 2021 and January 2022, the findings of are presented are in a Wider Engagement Report produced in February 2022.

This engagement focused on these key questions:

Intergenerational debt/equity	Do you support gradually charging customers now to replace and upgrade assets for generations to come, or do you prefer costs be delayed as long aspossible leading to larger bills for future generations?
Community contributions	Customers have said that they expect us to make a contribution to the community and the environment. How much should be spent on this responsibility? There are many different ways to make a contribution to the community and the environment. What types of activities do you recommend Coliban Water engage in?
Drought preparedness	How much extra should be spent to reduce the likelihood of water restrictions keeping in mind that the frequency and severity of droughts is unknown?
Customers experiencing vulnerability	[Coliban Water supports customers in need in a variety of ways] What level of support do you think is appropriate in future?

Overall, feedback from over 14,000 customers over the last 10 years was analysed in the desktop study and more than 3,000 Coliban Water customers participated in various wider engagement activities between June 2021 and January 2022, these are detailed below:

Table 1 – Summary of the wider engagement activities conducted for the 2023-2028 Price Submission

ENGAGEMENT ACTIVITY	TIMELINE	PARTICIPANT DETAILS	OBJECTIVE
Desktop review	June - August 2021	Analysed feedback from more than 14,000 customers over the last 10+ years of customer research	To understand the interests, concerns and priorities of Coliban Water customers from across the service region. To understand what experiences they value that come out of the services that Coliban Water provides.
Stakeholder interviews	June 2021 - January 2022	Conducted interviews with major customers, business customers, Traditional Owners, customers experiencing vulnerability and support agencies, and Councils	To hear from stakeholders about their interests, concerns and priorities relating to Coliban Water's services.
Telephone survey	September - November 2022	Heard from 400 customers in a telephone survey	To understand levels of support for the current Customer Outcomes
Bill simulator survey	December 2021 - January 2022	Heard from 2,677 customers in an online bill simulator	To understand the fairest way to share the costs between current and future customers. To understand what customers are willing to pay (or not pay) for services they think Coliban Water should keep, reduce or enhance.
Bill simulator focus groups	January 2022	Conducted three focus groups with 14 customers from cohorts of interest	To understand the reasons why customers are willing to pay (or not pay) for services they think Coliban Water should keep, reduce or enhance.
Bill simulator interviews	January 2022	Conducted one-on-one interviews with five Aboriginal and Torres Strait Islander customers	To understand the reasons why Aboriginal and Torres Strait Islander customers are willing to pay (or not pay) for services they think Coliban Water should keep, reduce or enhance.

The data from these activities was compiled into the wider engagement report which was relied upon heavily by the Coliban Water Community Panel throughout their deliberations.

WHAT IS A COMMUNITY PANEL

A community panel is a name for a deliberative forum, also sometimes called a citizens jury. These processes work on the premise that people can deliver smart, long-term decisions which earn public trust if they are given enough information and time to weigh up the pros and cons and consider the trade-offs associated with an issue.

Deliberation is built around several core principles including that:

- participants are selected randomly and are descriptively representative of the broader community affected by the decision
- participants have access to a range of in-depth information from multiple, diverse sources
- the group report has a high level of influence over outcomes or decisions.

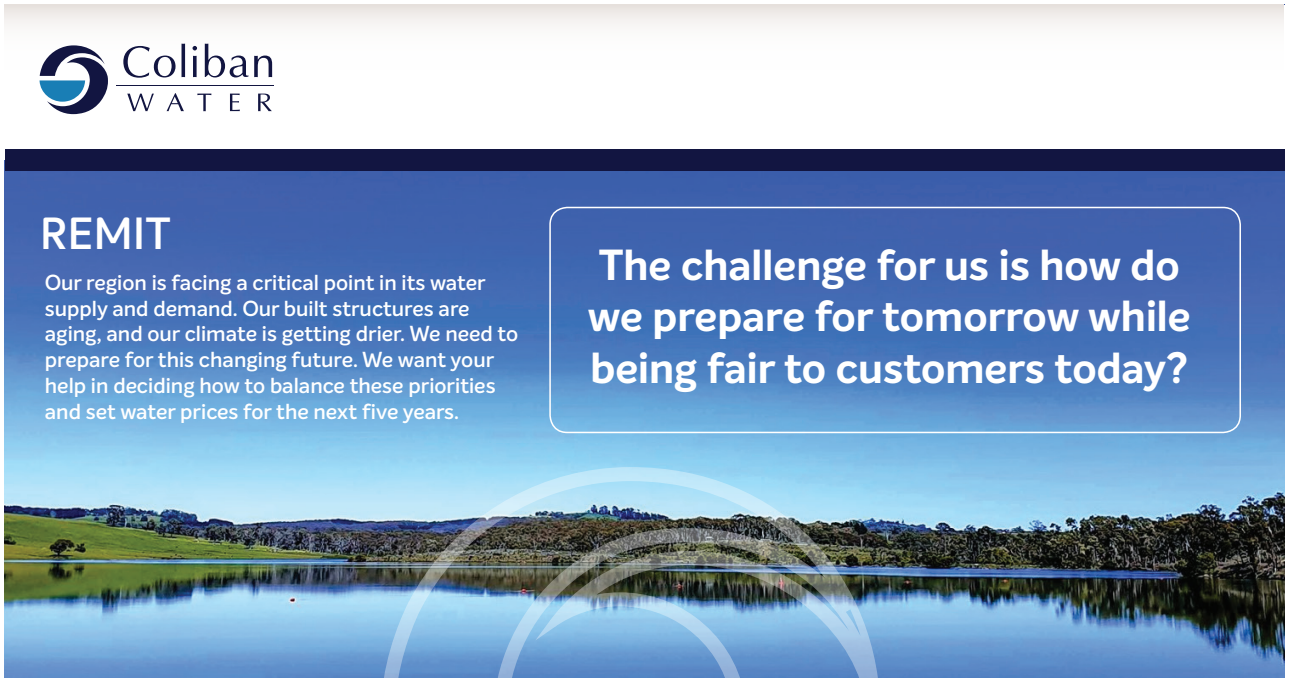
Expert facilitation is a vital element to foster vibrant deliberative dialogue and a supportive, open environment. Facilitators in a deliberative process work to:

- design a process that is participatory and engaging, enables the group to meet their remit, and builds in key elements such as relationship building, critical thinking, information sharing and group agreement
- encourage participants to express themselves freely
- encourage active participation from all group members
- protect process integrity, transparency and independence
- ensure no one individual dominates
- keep the group moving through the process at an adequate pace in order to deliver a report during the time allocated.

COLIBAN WATER PRICING SUBMISSION COMMUNITY PANEL

OVERVIEW

This deliberative engagement process saw 45 randomly selected participants from across the the Coliban Water Region come together to consider the question:



The panel met online via Zoom due to increased COVID restrictions, for one evening meet and greet session, and four full days.

Panellists shared their own stories and experiences, discussed different ideas and perspectives, and reflected on the needs and views of the wider community. The panel was asked to consider the information presented to them and use their life experience to work with each other to write a report that responded to their remit.

The Panel focussed on the following tasks:

- developing recommendations for Coliban Water
- addressing key questions of intergenerational equity/debt, community contributions, protecting against drought and supporting customers experiencing vulnerability.

The process involved:

a **randomly selected** group of participants, stratified based on census data for age, location, home-owner or rental status and gender

a **clear question (remit)** to focus the deliberations

access to a broad range of **information** from a variety of sources relevant to the remit, including wider engagement data, background documents, reports, briefing documents and the panel's private online portal

conversations with **key speakers** (see Information Inputs section)

access to an optional **private online portal** to give panellist's the opportunity to ask questions, share ideas and access reading materials and other information between sessions

time - four and a half days total for the participants to consider the issues, weigh up the implications of different ideas, and develop their recommendations

support from facilitators experienced in delivering deliberative processes

group agreement, where a super majority (80% or more panel support) was needed for a recommendation to be included in the Coliban Water Price Submission 2023 Commuity Panel Report (this phase of the process was at the COLLABORATE level of influence on the IAP2 spectrum)

a blank page report - participants wrote and developed their own report for the recommendations, using a Google Document. This report was presented to the Board Chair of Coliban Water by the panel.

OVERVIEW OF PANEL DAYS

MEET AND GREET

6-9pm

Wednesday 9th February 2022

SESSION PURPOSE

Get to know each other, gather information about our challenge and understand the job ahead of us

Establish working agreements.

Clarify roles of the group.

INPUTS

- Panel Handbook
- Background Report
- Wider Engagement Report
- Online portal

OUTPUT

- Group working agreements
- Questions for Coliban Water Report

DAY 1

9am-5pm

Saturday 12th February 2022

SESSION PURPOSE

Discuss context and background.

Hear from a range of speakers.

Discuss our insights so far and identify any further information that may help with the task.

INPUTS

- Background Report
- Wider Engagement Report
- Guests for speaker dialogue
- Working agreements

OUTPUT

- List of information gaps and potential speakers to address these
- List of questions for Coliban Water

DAY 2

9am-5pm

Saturday 26th February 2022

SESSION PURPOSE

Continue to learn and build knowledge about the task.

Q&A with panel-nominated speakers.

Understand dilemmas and tradeoffs and identify panels ideas for recommendations.

INPUTS

- Responses to questions form session 1
- Guest speakers identified in session 1

OUTPUT

- List of ideas and emerging themes

DAY 3

9am-5pm

Saturday 5th March 2022

SESSION PURPOSE

Write and refine set of draft recommendations.

Test levels of comfort and provide feedback on draft recommendations.

INPUTS

- Panel ideas for recommendations from session 2

OUTPUT

- Draft recommendations

DAY 4

9am-5pm

Saturday 19th March 2022

SESSION PURPOSE

Hear Coliban Water feedback on draft recommendations.

Review and refine recommendations

Present final Panel report to Coliban Water

INPUTS

- Draft recommendations from session 3
- Coliban Water response to draft recommendations

OUTPUT

- Final Panel Report with recommendations.

RECALL DAY

9am-5pm

Saturday 18th June 2022

SESSION PURPOSE

Hear from Coliban Water on how the panel recommendations have shaped the price submission and provided feedback on how they have understood and incorporated the panel recommendations

INPUTS

- Coliban Water Draft Pricing Submission 2023

OUTPUT

- Feedback from the panel on how Coliban Water had done at incorporating the panels recommendations

ROLES

Panellists	*Randomly selected community members*	To work together to determine recommendations for Coliban Waters 2023 Water Pricing Submission.
Coliban Water	*Host*	To support the process, prepare the background paper, provide expertise and knowledge as requested by the panel, observe the process, answer specific questions directed to them, and respond to the panel's final report.
MosaicLab facilitators	*Independent facilitators*	To provide a supportive, inclusive and productive space that enabled panellists to deliberate, respond to their remit and make recommendations within the time available.
Sortition Foundation	*Independent recruiters*	To manage the recruitment process (including random selection and stratification) and it ensure it was fair and unbiased. To provide support to panellists as needed to ensure they could participate in panel sessions.

RECRUITMENT

Sortition Foundation managed the recruitment process for the community panel via a random, stratified selection process. This ensured the selection of panellists was conducted independently of Coliban Water and the facilitation team.

An expressions of interest (EOI) period was conducted, commencing on 12 November 2021 and closing three weeks later on 5 December 2021. Letters were sent to 15,000 randomly selected households and businesses inviting them to express their interest for the panel. Everyone aged 16 years or over, living or working at an address, that received an invitation was invited to register interest, except for:

- staff of Coliban Water
- elected board members of Coliban Water.

Sortition Foundation managed all registrations – neither Coliban Water nor the facilitation team could see who was on the registration list.

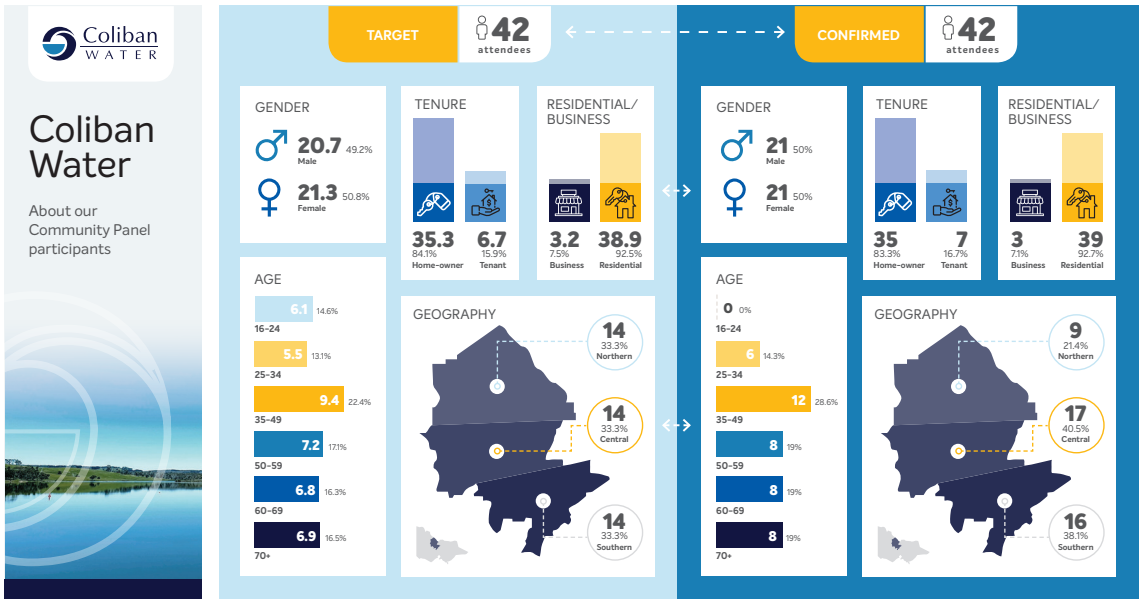
In total 145 expressions of interest were received. People who registered their interest were placed in a pool, which was randomly stratified by Sortition Foundation to select the final panel. Stratified selection against stratification goals helps to ensure the final panel selected would descriptively represent[1] the demographics of the overall population within the Coliban Water region (i.e. help to form a 'mini-public' of citizens). The stratification goals for this process were based on location (address), home-owner / renters, age range, gender and business/residential customer. Sortition Foundation used a digital stratification tool for the random stratification step, which limited human intervention in the selection process, adding further independence to the process.

1 Descriptive representation is not equal to statistical representation. More information about this type of selection process and what 'descriptive' representation means can be found here.

Stratification goals were based on demographic statistics for people aged 16 years and over in the municipality, using Council ID and the Australian Bureau of Statistics (ABS) census data.

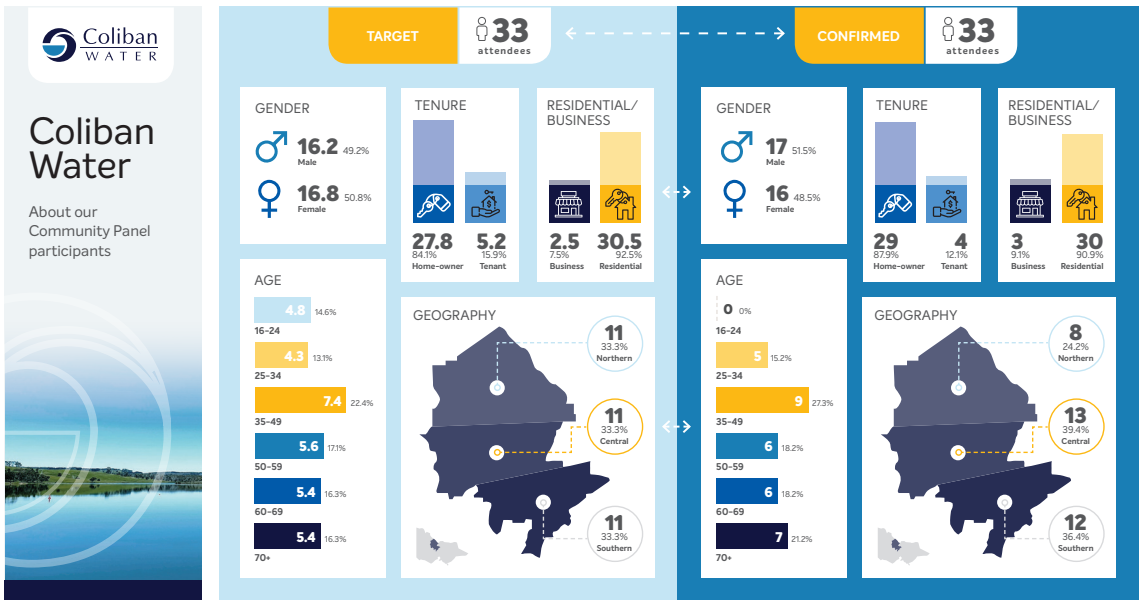
Initially 45 people were recruited by Sortition Foundation, to achieve the goal of 40 panellists continuing throughout the entire panel process. It is normal to over-recruit for a deliberation panel, as it is usual for numbers to reduce during the process for a range of reasons. Several of the 45 people selected were unable to commit to the process or dates planned as their circumstances had changed since registering their interest. A 'backfilling' process was undertaken to fill these places (replacements were again selected via random stratification process) and all except for three positions were able to be filled (as the possible replacements were either uncontactable or unable to participate).

Panel demographics at the commencement of the panel process



Some members also withdrew throughout the process due to changes in circumstances largely due to health or work, 33 panelists completed the process.

Panel demographics of those who completed the panel process



INFORMATION INPUTS

KEY INPUT	DESCRIPTION
Background report	Prepared by the Coliban Water to outline core information in relation to the challenges being discussed and the panel's remit. The document aimed to overview key contextual information and challenges, dilemmas and opportunities for the Water Pricing Submission
Wider engagement report	Results of the wider engagement phase, analysed and prepared by Insync
Q&As Coliban Water representatives	Coliban Water project representatives spoke to the panel about their remit, the process and the core issues being considered. The panel could also request that a Coliban Water staff member answerquestions during panel sessions if needed.
Formal presentations	*Welcome and the importance of the panels work* **Damian Wells** Managing Director Coliban Water *Understanding the task and challenge* **Jarrah O'Shea** Executive General Manager Strategy, Economics and Data *Overview of the Pricing Submission Process* **Bob Cameron** Coliban Water Board Chair and **Jarrah O'Shea** Executive General Manager Strategy, Economics and Data *Deeper look into the wider engagement report* **James Garriock** Executive Director Insync *What is hard, and what are the tradeoffs?* **Jarrah O'Shea** Executive General Manager Strategy, Economics and Data and **Steve Healy** Executive General Manager Climate and Population Adaptation *Coliban Water Response to the draft recommendations* **Jarrah O'Shea** Executive General Manager Strategy, Economics and Data and **Steve Healy** Executive General Manager Climate and Population Adaptation

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KEY INPUT	DESCRIPTION
Curated speakers	Several subject matter experts were organised by the Coliban Water to share different ideas and perspectives about key issues relating to the remit. Panellists were able to ask guests questions and discuss issues and opportunities. Speakers were provided in a number of categories: *Customers Experiencing Vulnerability* **Kerry Noonan** Manager, Customer Experience and Insights, Coliban Water *Intergenerational debt/ equity* **Jarrah O'Shea** Executive General Manager Strategy, Economics and Data, Coliban Water *Water Security* **Steve Healy** Executive General Manager Climate and Population Adaptation, Coliban Water *Community Contributions* **Leon Stackpole** Manager Regional Liveability, Coliban Water *Intergenerational debt/equity* **Rob Nolan** Associate Director, Marsden Jacobs Associates *Community Contributions* **Vicki Mason** Director Health and Wellbeing, City of Greater Bendigo *Water Security* **Mark Bailey** Manager Water Resource, Goulburn Murray Water *Customers Experiencing Vulnerability* **Troy West** Team Leader Money Care Victoria, Salvation Army **Panelists also requested to hear from a number of speakers on issues relating to the remit question.** *Climate change* **Dr Paul Fraser** Climate Scientist CSIRO *Capital works* **Christine Grundy** Water & Sewer Planning Manager, Coliban Water *Population Growth* **Trevor Budge** Strategic Projects, City of Bendigo *Similar water authority* **Jessica Saigar** Strategy and Regulation Manager, Greater Western Water *Renewable energy* **Tiburce Blanchy** Wholesale Energy Advisor, Adour Energy *Young community leader* **Sam Kane** Young community member from Bendigo *Intergenerational debt* **Stuart Wilson** Water Service Association of Australia *State Government positions on managing water resources* **Michael O'Neill** State Regulation Manager, Department of Environment, Land, Water and Planning
Other library resources	The panel was provided with a wide range of resources through their online portal as requested. This included but was not limited to responses to questions, relevant plans and reports, and a version of the Coliban Water Bill Impact Ready Reckoner.

FAST FACTS ABOUT THE COLIBAN WATER PRICE SUBMISSION PANEL

THE PROCESS

45
People recruited

33
People in final group

(1 evening and 4 days)

5
Sessions together

35
Total hours working together

45%
Time spent learning

vs 55% defining recommendations

59
Questions asked of and answered by Coliban Water

22
'Expert' speaker interactions

2 (M&G) + 10 (Day 1) + 9 (Day 2) + 1 (Day 4)

THE OUTPUTS

9
Recommendations

Each recommendation achieved
80%
or above approval
from the panellists

Survey of the panel responses to the Bill Simulator questions

2
Minority reports

FAST FACTS ABOUT THE COLIBAN WATER PRICE SUBMISSION PANEL

PARTICIPANTS EXPERIENCE AND CHANGE

0% 100%

INVOLVEMENT IN CIVIC AFFAIRS

212% GROWTH
*in the number of people who said they would be '**involved**' or '**highly involved**' in civic affairs*

53 PERCENTAGE POINTS INCREASE

PRE 25% to POST 78%

Change in potential level of involvement in civic affairs *(involved or highly involved)*

CONFIDENCE IN INFLUENCE OVER DECISION MAKING /IMPLEMENTATION OF RECOMMENDATIONS

137% GROWTH
*in the number in the number of participants who said they felt '**confident**' or '**very confident**' that their recommendations would influence decision making*

48 PERCENTAGE POINTS INCREASE

PRE 35% to POST 83%

Change in level of confidence that their recommendations will have an influence *(confident or very confident)*

TRUST AND ACCOUNTABILITY OF COLIBAN WATER

1,640% GROWTH
*in the number of participants who said that Coliban Water was '**trustworthy and accountable**' or '**very trustworthy and accountable**'*

82 PERCENTAGE POINTS INCREASE

PRE 5% to POST 87%

Change in the level of trust in Coliban Water *(trustworthy/accountable or very trustworthy/ accountable)*

COLLABORATION AND OVERALL PROCESS AUTHENTICITY

203% GROWTH
*in the number of participants who said they believed ther process was '**collaborative, genuine and worthwhile**' or '**very collaborative, genuine and worthwhile**'*

71 PERCENTAGE POINTS INCREASE

PRE 30% to POST 91%

Change in belief that engagement activities were collaborative and authentic *(collaborative, genuine and worthwhile or very collaborative, genuine and worthwhile)*

QUALITY OF INFORMATION

87%
of participants said that information prepared for the panel was either clear, balanced and useful or very clear, balanced and useful.

87%

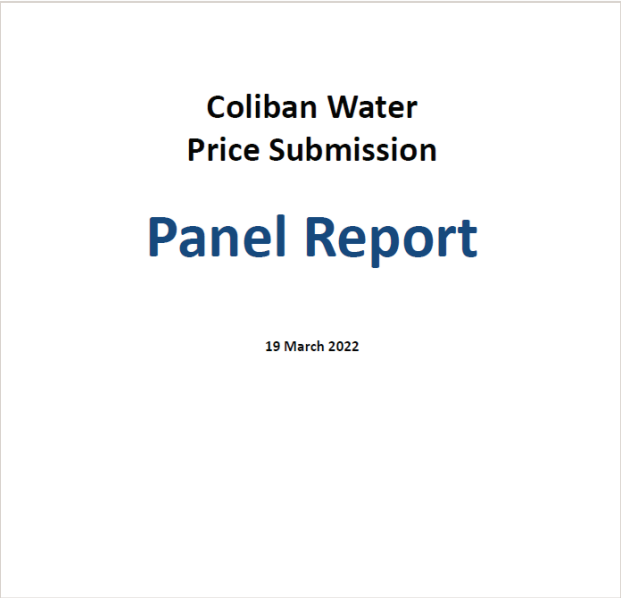
Clear, useful and balanced information (only asked post) *(very clear and clear)*

COMMUNITY PANEL ACHIEVEMENTS

PANEL REPORT

The Coliban Water Pricing Submission Panel Report was finalised on 19 March 2022 and presented virtually to the Coliban Water Board Chairperson. The report was emailed to all panellists following the conclusion of the session.

The report was not edited by the Coliban Water or MosaicLab in any way.


Coliban Water
Price Submission

Panel Report

19 March 2022

The report contained:

- Nine recommendations that received 'super majority' support from the panel (i.e. 80% or more of panellists supported these recommendations being in their report).
- Panel feedback on the Bill Simulator questions which was also a part of the wider engagement. This was included on day 4 due to requests by the panel members. There was a common feeling amongst the group that having this data woudl help them finalise their recommendations in the report.
- 3 minority reports, written by at least 3 people.

PARTICIPANT FEEDBACK

Panel participants were invited to complete a survey (via online survey tool *Survey Monkey*) at two points in the process:

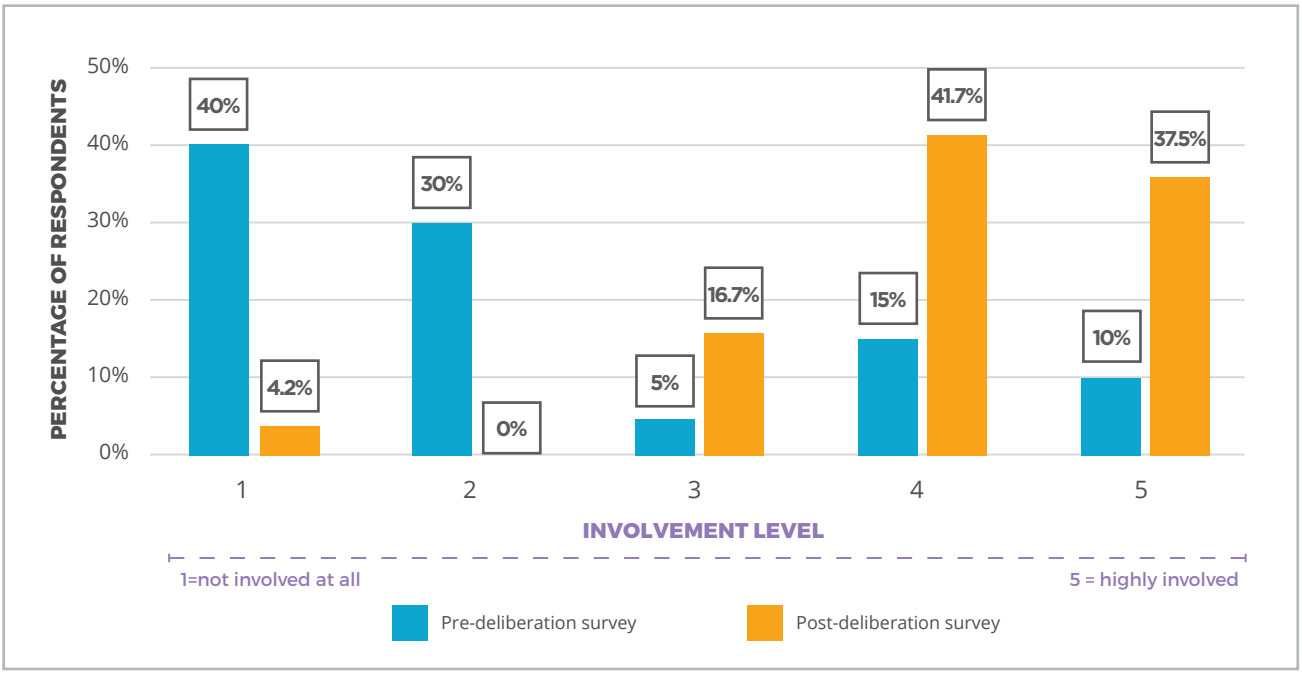
1. At the start of the process, following the Meet and Greet session - 32 people attended (20 people completed the online survey)
2. At the end of the process – 31 people attended (24 people completed the online survey)

Feedback received has been summarised in the sections below.

INVOLVEMENT IN CIVIC AFFAIRS

Most panellists said they were **more likely to participate in civic activities** (i.e. get involved in government/ authority decisions that affect them) after being involved in the panel process. At the beginning of the process, **70%** of the group either were not at all involved in civic activities in the past or had had very little involvement, with **5%** voting **neutral**. By the end of the process, the percentage of participants who might be involved in the future had increased: **79%** of panellists said they **thought they would be involved or highly involved in government decisions that affected them in future.**

PRE-DELIBERATION QUESTION	How involved are you currently when it comes to government / authority decisions that affect you?
POST-DELIBERATION QUESTION	Now you have had this experience, how involved might you be in the future when it comes to government/ authority decisions that affect you?
SCALE/MEASURE	1=(not involved at all), 5=(highly involved)

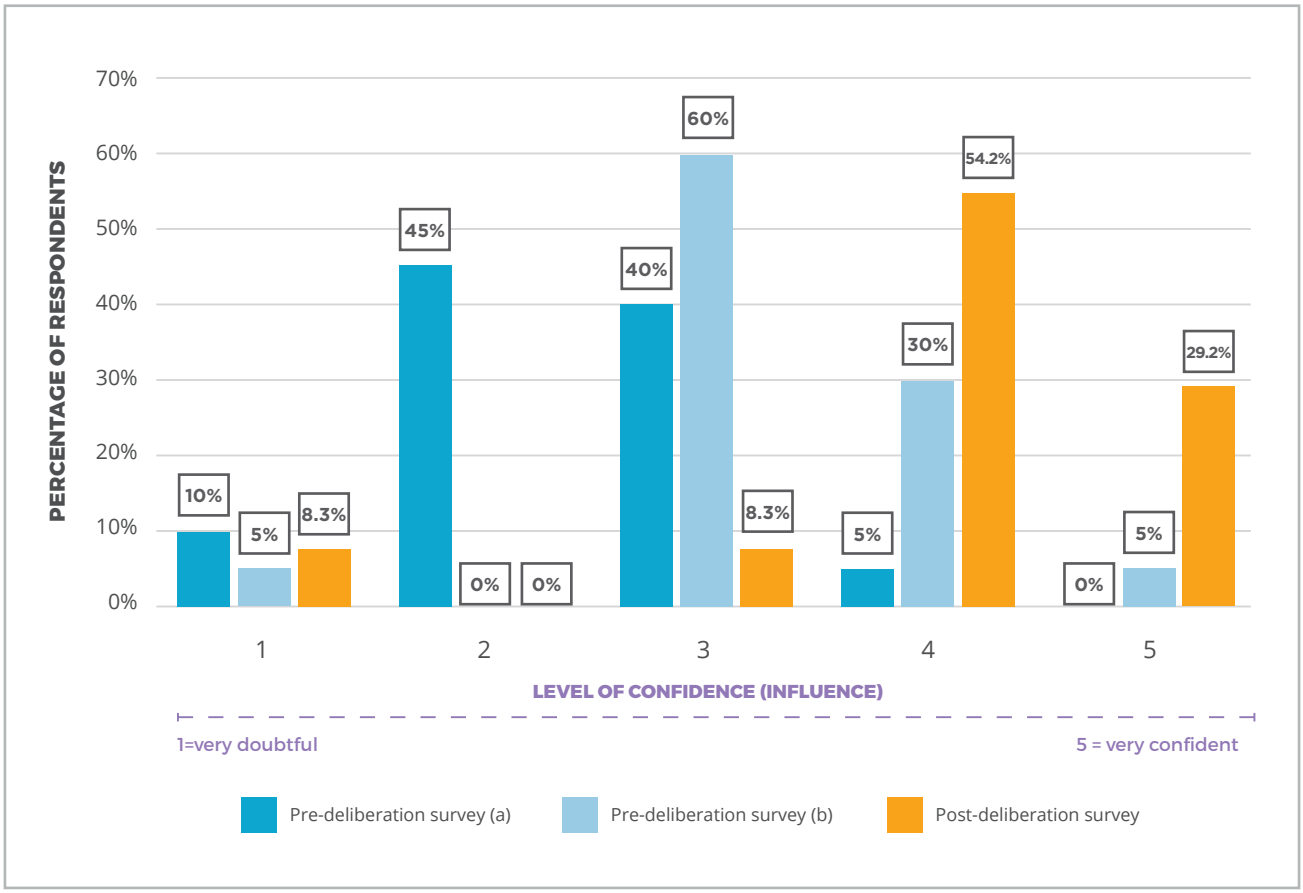


INFLUENCE

The pre-deliberation survey results showed that majority of panellists were 'sceptical' or neutral when it came to their level of confidence in their influence over government decisions Coliban Water in particular, with **95%** (a) and **65%** (b) of panellists voting either 'neutral' or indicating they did not have confidence about influencing Coliban Waters decisions. Overall, only **30% were somewhat confident in the community's ability to influence Coliban Water, and 5% were confident that their recommendations would be implements by Coliban Water.**

When re-surveyed at the end of the process, there was a marked increase in panellists' confidence in their recommendations being implemented by Coliban Water, with **83% being somewhat or very confindent. Only 8% of panellists remained neutral** on the matter.

PRE-DELIBERATION QUESTIONS	a)	In the past, how confident have you been that community input will influence this organisation's decisions?
	b)	How confident are you that your recommednations on this issue will be implemented by Coliban Water?
POST-DELIBERATION QUESTION		Now that you have been through this process how confident are you that your recommendations on this current issue will be implemented by Coliban Water?
SCALE/MEASURE		1=(very doubtuful), 5=(very confident)

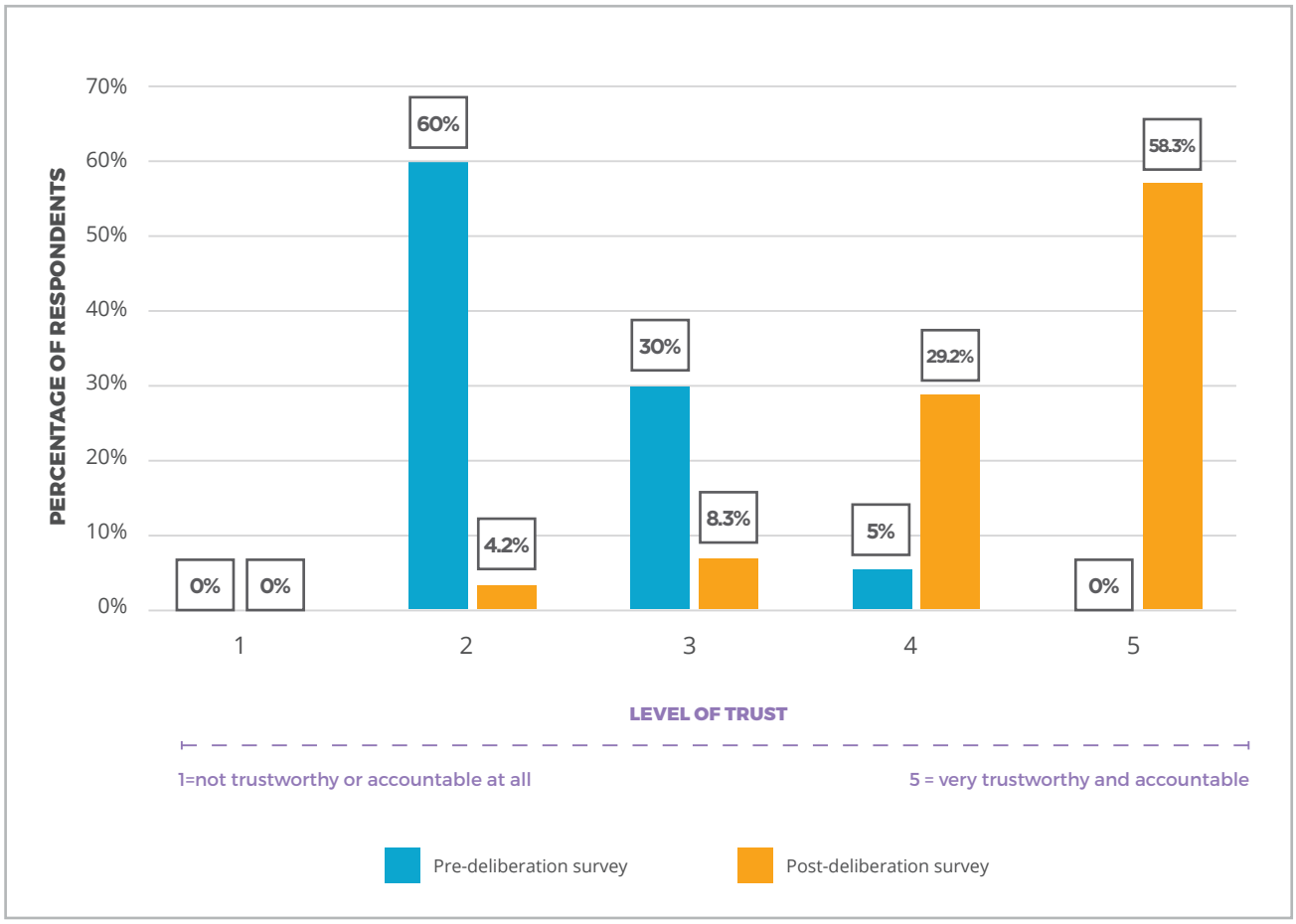


TRUST

Overall, **panellists began with a very low level of trust** in the Coliban Water, with only 5% of panellists believing they are either 'trustworthy and accountable ' or 'very trustworthy and accountable', **30% of panellists voted 'neutral'.**

Trust in the Coliban Water increased to 87% thinking they were either 'trustworthy and accountable' or 'very trust worthy and accountable' by the conclusion of the process. Only **8% of panellists voted neutral.**

PRE-DELIBERATION QUESTION	In your view, how accountable or trustworthy do you think Coliban Water is?
POST-DELIBERATION QUESTION	How accountable or trustworthy do you think Coliban Water is now that you have been through this experience?
SCALE/MEASURE	1=(not trustworthy or accountable at all), 5=(very trustworthy and accountable)

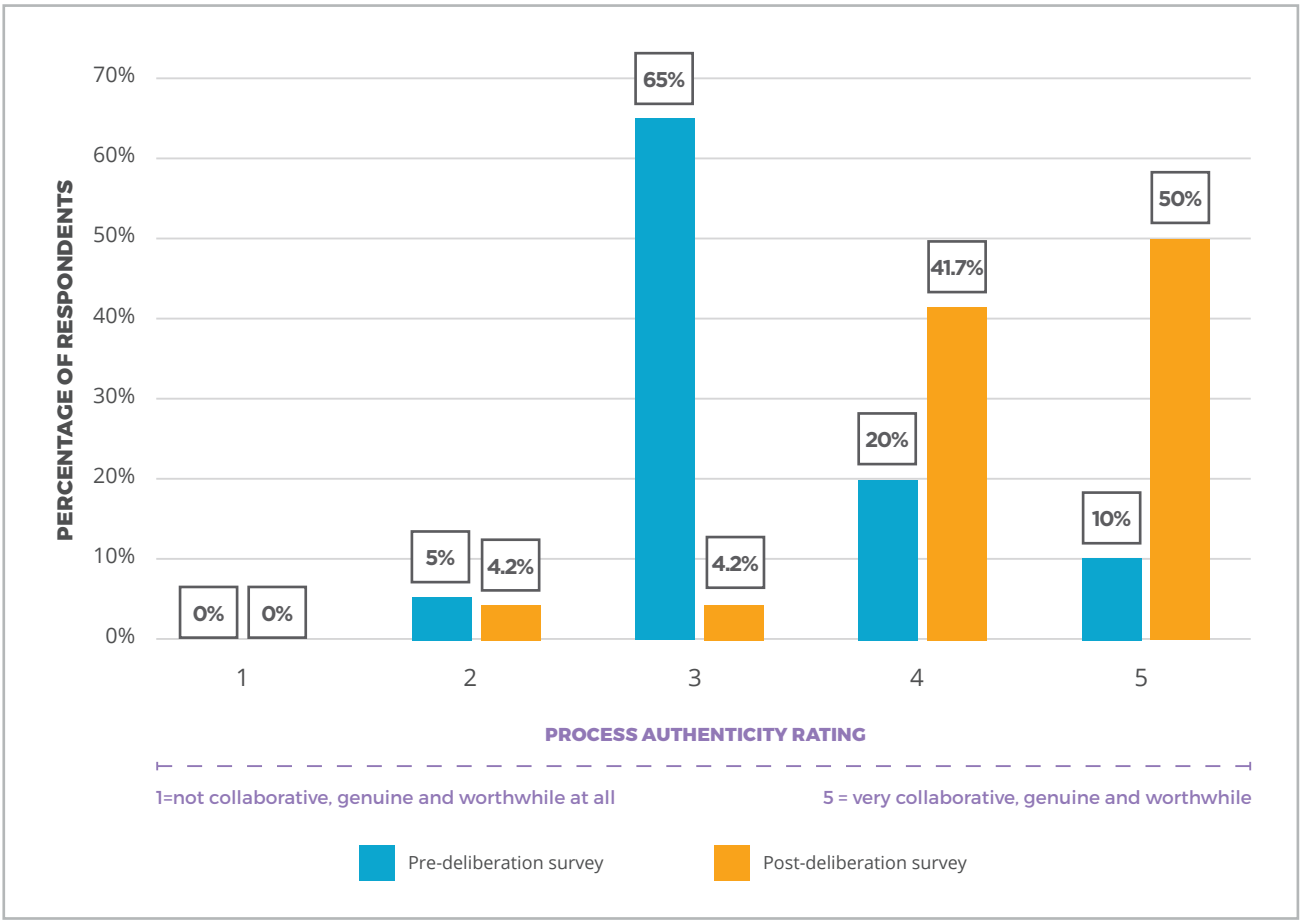


COLLABORATION & OVERALL PROCESS AUTHENTICITY

Initial views on collaboration and overall process authenticity were spread. Only **30%** of panellists **believed past engagement activities has been collaborative, genuine or worthwhile either**, while **65%** were neutral on the subject.

At the conclusion of the process, the overall process authenticity rating had increased, with 91% of panellists agreeing that Coliban Water's activities were either somewhat or very collaborative, genuine and worthwhile, with 4% of panellists voting lower than 'neutral'.

PRE-DELIBERATION QUESTION	How collaborative, genuine and worthwhile do you think Coliban Waters community engagement activities have been in the past?
POST-DELIBERATION QUESTION	How collaborative, genuine and worthwhile do you think Coliban Waters engagement activities have been through this experience?
SCALE/MEASURE	1=(not collaborative, genuine or worthwhile at all), 5=(very clear collaborative, genuine and worthwhile)

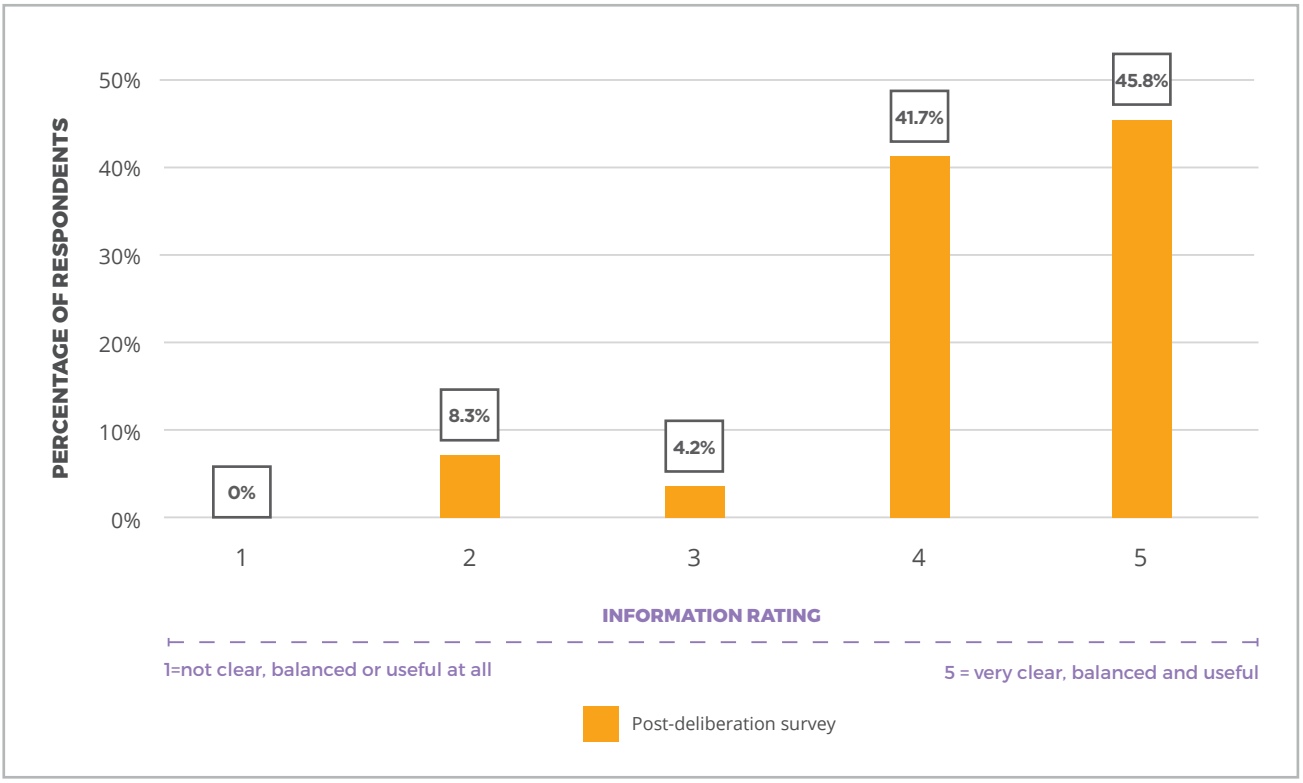


QUALITY OF INFORMATION

Participants were asked at the end of the process about the quality of the information provided to them to assist them with their task.

At the conclusion of the process, **87%** of panellists said the information they had **was either clear, balanced and useful or very clear, balanced and useful.**

POST-DELIBERATION QUESTION	How clear, useful and balanced was the information provided to you during this process? (i.e. to what extent was it helpful in supporting you to respond to your remit).
SCALE/MEASURE	1=(the information I've seen has not been clear or balanced at all), 5=(the information I've seen has been very clear, balanced and useful)



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PLEASE NOTE: While every effort has been made to transcribe participants comments accurately, a small number may not have been included in this summary due to the legibility of the content. Please contact Naomi Oosting naomi@mosaiclab.com.au for any suggested additions.

This report has been prepared by MosaicLab on behalf of and for the exclusive use of the Coliban Water project working group. The sole purpose of this report is to provide a summary of stakeholder feedback provided during the Coliban Water Price Submission Community Panel.

This report has been prepared in accordance with the scope of services set out by Coliban Water. In preparing this report, MosaicLab has relied upon the information provided by the participants at the workshops. Coliban Water can choose to share and distribute this report as they see fit. MosaicLab accepts no liability or responsibility whatsoever for or in respect of any use of or reliance upon this report by any third party.

MosaicLab is a Victorian–based consultancy that specialises in community & stakeholder engagement, facilitation, negotiation, strategic planning and coaching.