Engaging Community

-Moving from doing things 'TO" and "FOR" Community to doing things "WITH" Community, and more important, creating the space of "OF" and "BY' the Community-

City of Kalgoorlie Boulder

our gems WA

BANK OF I.D.E.A.S.

Regional Development Australia GOLDFIELDS ESPERANCE

Acknowledgment of Country

I acknowledge the traditional owners of this land, and their continuing connection to land, water and community. In the spirit of reconciliation I pay my respect to their Elders past, present and future for they hold the knowledge of an ancient culture, and aspirations for future generations.

BURT STREET, BOULDER CITY

INTERSECTION OF HANNAN AND MARITANA STREETS.

COMMUNITY

John Kania, Co creator of Collective Impact

"Community has the power to change everything. No amount of innovation, individual brilliance, or money can transform our broken society as effectively and sustainably as building community"

Theme of Today's Presentation

-Moving from doing things "TO" and "FOR" Community to doing things "WITH" Community, and more important, creating the space of "OF" and "BY" the Community-

South Invercargill, New Zealand

South Invercargill

Invercargill – "the arsehole of the world"

–words of **Mick Jagger**, Rolling Stones who scrawled them on the walls of the Civic Theatre, Invercargill in 1965.

A Quick History …Years of Loss and Neglect

- School closures (6 out of 10 primary schools were closed by the Government in 2004/05)
- Perceived lack of Council investment in amenities and infrastructure
- Suffered a debilitating effluent smell for ten years without being able to persuade Council to fix the problem
- South Invercargill houses became 'investment' properties – whole streets devalued , absentee landlords, some badly maintained housing.

- ***Mission*** *- Empowered by our* ***strengths*** *as a community, we will build a place to live and work that engenders pride and inspires us*

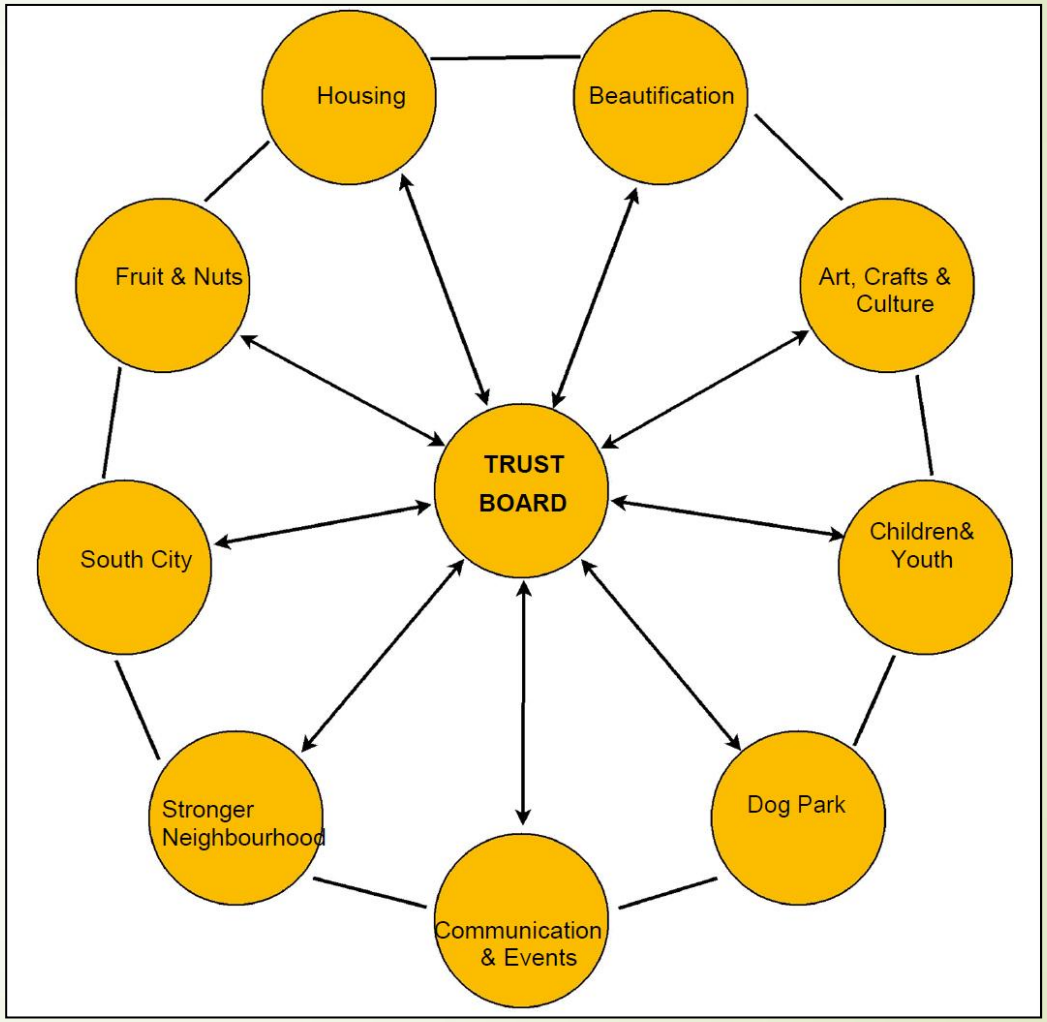
Year 1 Invitation

Year 2 Invitation

HOSTING CAFÉ CONVERSATIONS

South Alive Current Structure

Structure reflects priorities identified and voted by public



Beautification Group: Zero Rubbish Planning Session

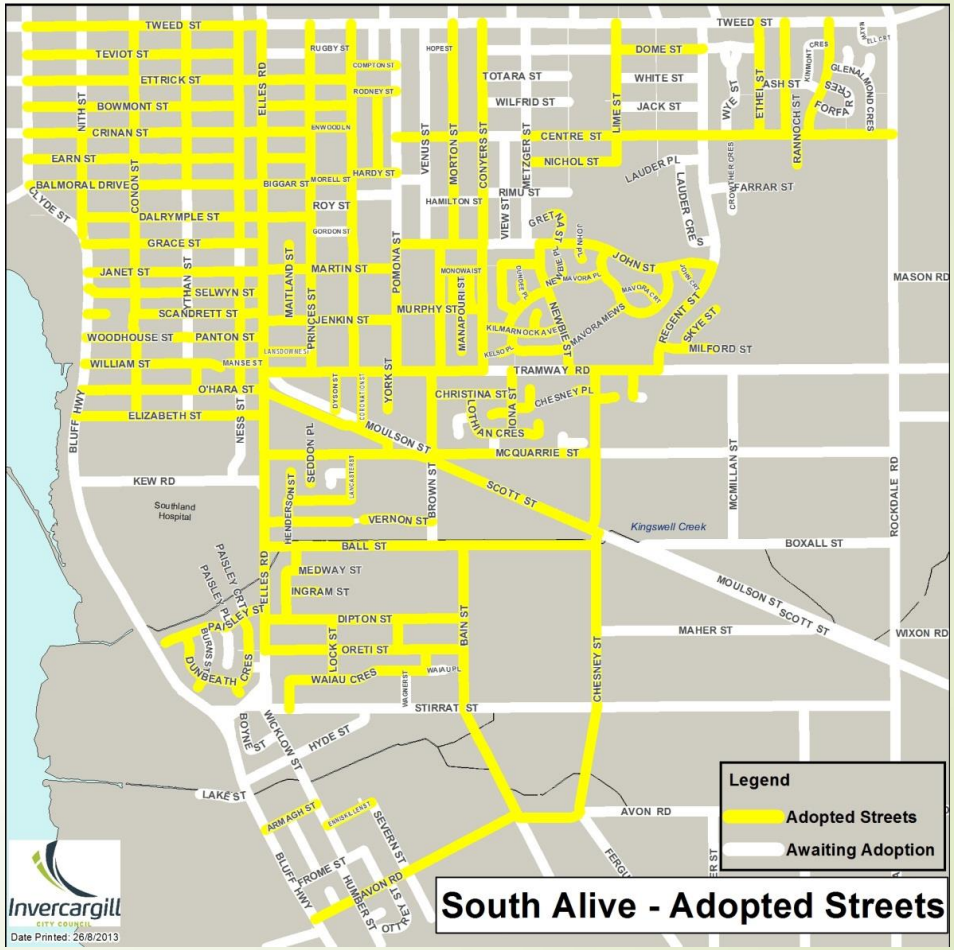
Beautification Group: Operation Zero Rubbish

GOAL

To get every street and park in South Invercargill adopted and kept free of rubbish

ACHIEVEMENT SO FAR

135 streets and 8 parks adopted by over 300+ volunteers including kindergartens, scouts, schools, elderly, families, beneficiaries



South City Clean Ups

Zero Rubbish: Real Estate Sponsorship

Zero Rubbish: Real Estate Sponsorship

Southland Real Estate have got our back

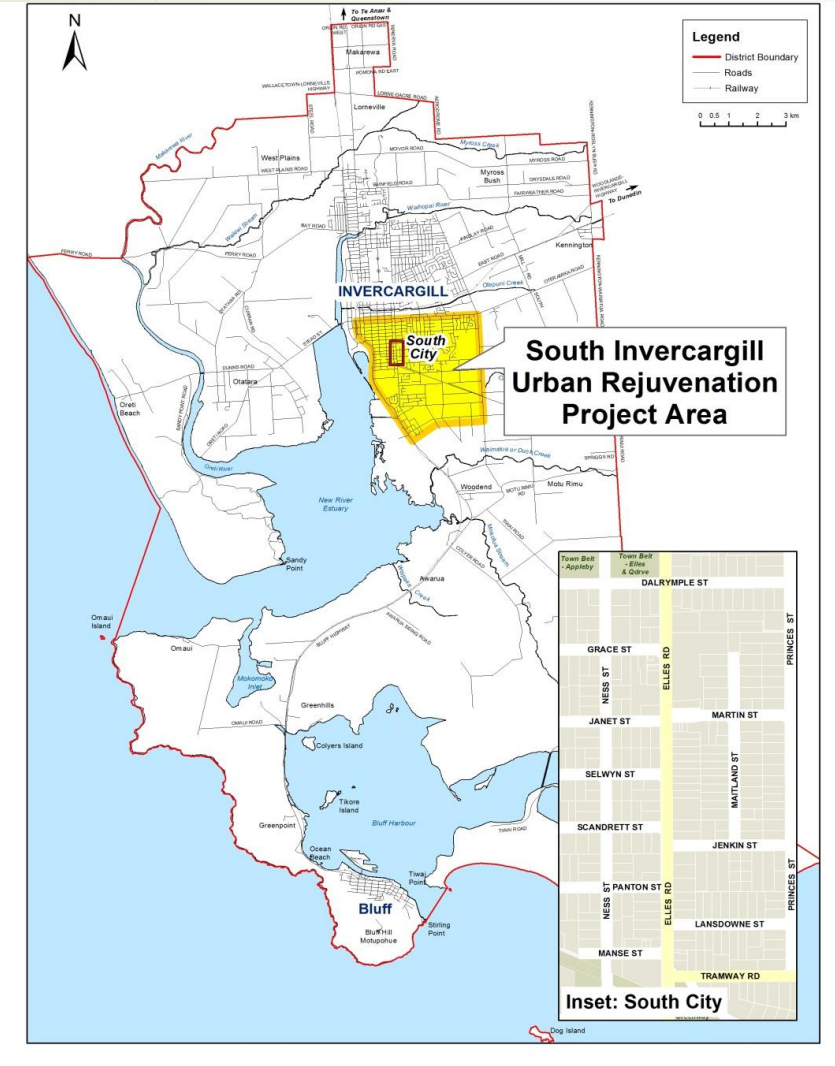
South Alive is thrilled to announce that Southland Real Estate have come on board as a major sponsor of the Zero Rubbish initiative. General Manager Gus Johnston said, "Southland Real Estate are proud to support such a fantastic initiative, and welcome the opportunity to work with South Alive to continue to make South Invercargill a place to live and work that engenders pride and inspires its residents." Southland Real Estate's sponsorship has allowed us to produce high-viz vests for everyone involved in Operation Zero Rubbish to wear to show their support. A huge thank you to Southland Real Estate for showing their commitment to South Alive and the South Invercargill community.

The new Southland Real Estate vests for Operation Zero Rubbish

Beautification Team - Planting

Pop-up flower plots, hanging baskets, gateways identification

South City Shopping Area



South City is the hub of South Invercargill

Been in physical decline for years, esp. the mall

Poor amenity value
Situation seen by locals as some reflection on them / their value

Always 'top of the list' of issues - placed a high value/priority on it's transformation

MALL
CAR PARK
ER PARKING
ONLY
NUTE LIMIT
EXCEEDING THIS
T WILL BE
T OWNERS EXPENSE
LECTED FROM TOWING COMPANY
L WEEKDAY WORK HOURS
ISTANT VIDEO SURVEILLANCE

South City
MALL
CAR PARK
CUSTOMER PARKING
ONLY
120 MINUTE LIMIT
VEHICLES EXCEEDING THIS
LIMIT WILL BE
TOWED AWAY AT OWNERS EXPENSE
CAR PARK UNDER CONSTANT VIDEO SURVEILLANCE
Bin Inn

South Alive Developed a Relationship with Mall Owners

South Alive proposed a work list and in exchange offered to do some improvements.

The owners Undertook:
Repainted rusty iron work on major street frontage
Painted lines for parking in carpark, established disabled parks
Cleaned lightshades inside and replaced bulbs
Cleaned front and back 'chapel' windows
Repaired one set of automatic doors
Repaired broken signs at carpark entrance. Paid for replanting of entrance gardens
Fixed outside flood lights in car park
Repaired the seriously leaking glass roof
Provided South Alive with a free office, and free space for our Art Gallery

And in Return, South Alive Did-

- Obtained the quotes for work and organised the contracts for the owners' jobs
- Installed hanging baskets along the main street including automatic watering system
- Designed, commissioned, painted and funded mall seating
- Fixed & cleaned the toilets (broken walls, windows etc)

New Furniture and Art Inside the Mall

Installed Hanging Baskets

South Alive opened an office inside the Mall

SOUTHalive.

Welcome!

Come on in and talk with us ...

Building a place to live and work that creates pride and inspires us

FREE Wi-fi

Telephone: 218 6882
southalive@gmail.com
www.southalive.org.nz

South Alive Office & Mall seating

Community Artspace

Street Party to Celebrate Upgrade of Shopping Centre and the New Aurora Australis Lighting

Fruit and Nut Group

- 71 fruit trees in 11 parks + trees in schools
- Fruit tree grafting workshops
- Pruning workshops
- Mulch, weed and mow orchards
- Raise all own funds

Creation of a Dog Park

- First Dog Park approved by Invercargill City Council.
- Group involved in some aspects of construction and management
- Developed park enhancements – night lights, agility equip, seats…

Street Changes – creating civic space

Research and Design Help

Students from left - Adam Lilley, Sarah Karauria and Callum Shields with urban designer, Craig Pocock

Consulting primary & secondary students

Consulting local businesses

Before

After

Before

After

Tale of Southland Sculpture –Murihiku

An Exceptional Tale

We reveal the winner of our national sculpture competition

Artists image of 'The Tale of Southland' superimposed on the site at the corner of Elles Road & Dalrymple Street.

"A rich connection to the land and sea and flourishing coexistence of cultures. The geometric patterning of nature provides the blueprint for strength and growth and the tail flick of a great whale propels a forward momentum." David Trubridge, Designer, describing his winning design in the South Alive National Sculpture Competition.

David Trubridge

The design is on a grand scale. Standing seven metres tall and spanning 10 metres, it will be located on the corner of Elles Road and Dalrymple Street.

The artist, David Trubridge, is an internationally recognised designer with a background in naval architecture.

His work has been purchased by many of the leading galleries and museums around the world, including the Victoria and Albert Museum in London and the Pompidou Centre in Paris.

"I believe that we need great works of art as they extend what it means to be human. Art is so important: it is constantly questioning, pushing our boundaries of perception and experience - probing for that edge, its friction keeping alive the spark of life," Mr Trubridge says.

Robyn Hickman, Chair of South Alive, believes the winning entry has caused us all in South Invercargill to stand that bit taller with pride.

She said that feedback from residents has been 100% positive and glowing.

Comments about the design include: 'stunning, gorgeous, impressive, beautiful, wow, cool, love it, inspirational, uplifting'; in relation to the contribution it will make to South Invercargill, people have said, 'wonderful legacy, lucky it's ours, awesome gift to South Invercargill, something beautiful to look at every day'; and for the generosity of the donor, there has been a chorus of 'thank you'.

Mrs Hickman said that the sculpture gives a sense of permanency, and will make a huge contribution to the rejuvenation of the south of the city. "It is also the first public sculpture in South Invercargill and one of the most substantial pieces of sculpture in the south of NZ", she said.

Tale of Southland Sculpture –Murihiku

Community Park 'before' - May 2012

Community Park – Under Way!

Working Bees

SOUTHdale

Community Garden Now

Children from two of the ten local groups that have adopted garden boxes - 4 kindies, youth group, junior scouts, Vegan society, Harm Reduction Programme

Basketball Court Opening

Outdoor Community Gym

The First Concert - the party was good, but bands needed a stage! !

So More Busybees!!

Results Within First Two Years

Projects

- number and results (earlier slides)

Volunteer hours

- Over 10,000 hours to 30 June 2015 worth $141,000

Business support

- Over $241,500 from businesses/individuals
- Discounts, services and gifts from a further 70+ businesses, organisations and individuals

South Alive's own fundraising: $20,304

Research Results

Increase in number who are **proud** of how South Invercargill looks and feels

- 35% were proud in 2012
- 82.5%% are proud in 2015

120% increase

Research Results

Is South Alive is making a difference?

- 55% in 2012 √
- 91% in 2015 √

66% increase

South Alive a NZ Community of the Year finalist!

South Alive beat off competitors from all over New Zealand to make the finals of the Mitre 10 Community of the Year awards at the Kiwibank New Zealander of the Year event held recently.
The Community of the Year was an opportunity for regional or national groups and organisations to be recognised for their role in enhancing the social, economic, cultural or environmental prosperity of their communities.

While South Alive didn't take out the title this year, becoming one of three finalists was a tremendous boost. Robyn Hickman, Chair of the South Alive Trust Board was joined by fellow trustees Marie Crowe and Steve Jo, coordinator Janette Malcolm and volunteer Trevor McKenzie in Auckland for the finals, thanks to the support of Lakers Travel and Air NZ.
"Becoming only one of three finalists from all over NZ was only possible because of the vision, belief and sheer hard work from our incredible volunteers, supporters, funding bodies and the wider community," Mrs Hickman said.
"This will allow South Alive to continue to build momentum and effect positive change in the lives of the South Invercargill community."

Trevor Crowe, Marie Crowe, Janette Malcolm, Steve Jo and Robyn Hickman at the NZ Community of the Year awards

Trust power.
COMMUNITY AWARDS
Empowering Volunteers
INVERCARGILL/SOUTHLAND
South Invercargill Urban Rejuvenation Charitable Trust (South Alive)
2017 Supreme Winner
Presented in recognition of an outstanding contribution to the Invercargill/Southland community.
Paul Ridley-Smith
Chairman Trustpower Limited
Invercargill
Tim Shadbolt
Mayor of Invercargill
Southland District Council
Gary Tong
Mayor of Southland

GIBS STRATEGY CREATIVE DIGITAL

STHALV_001008 Retail Branding Concepts August 2016

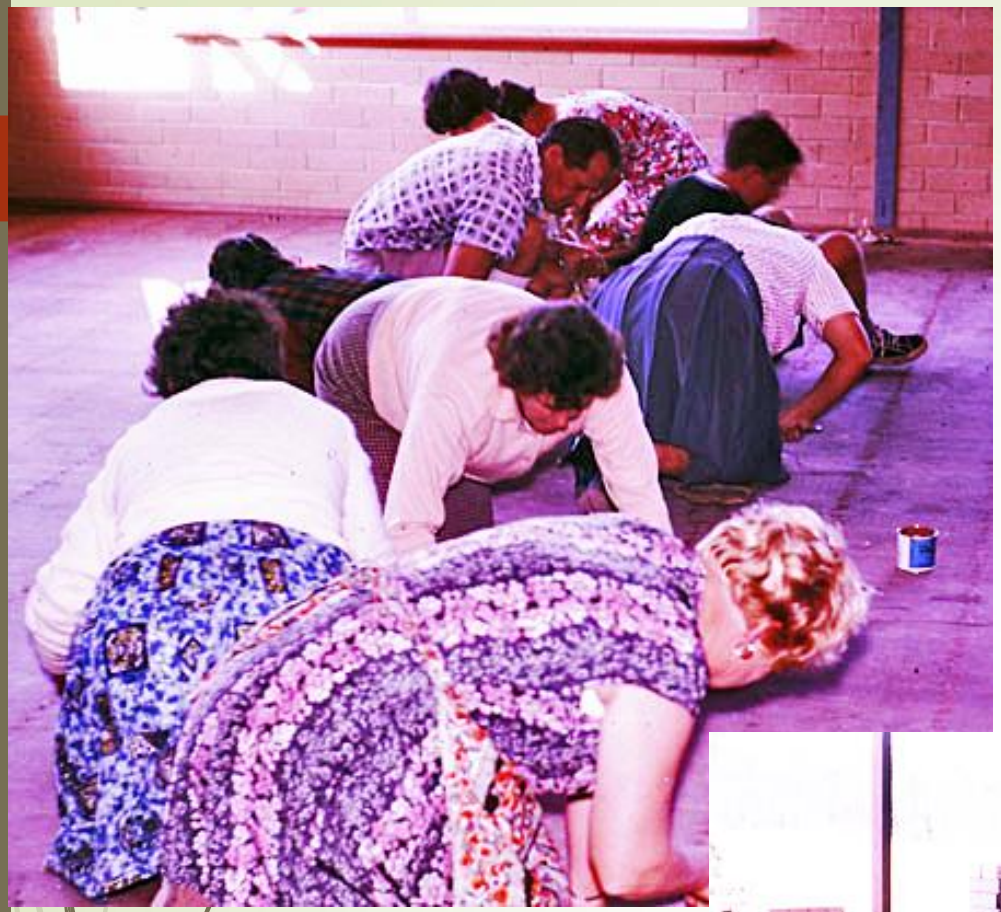
Jaya Mangalam Gibson © All Rights Reserved 2016 - Private & Confidential

South Alive
Community Hub Concept

THE PANTRY
COFFEE
COFFEE BREWING HERE
VANGUARD

EXIT

1964



"Most communities can be compared to a football game where 30,000 people who need the exercise, turn up to watch 36 players who don't"

-Peter Kenyon

‘We have simply outsourced citizenship!’

-Peter Kenyon

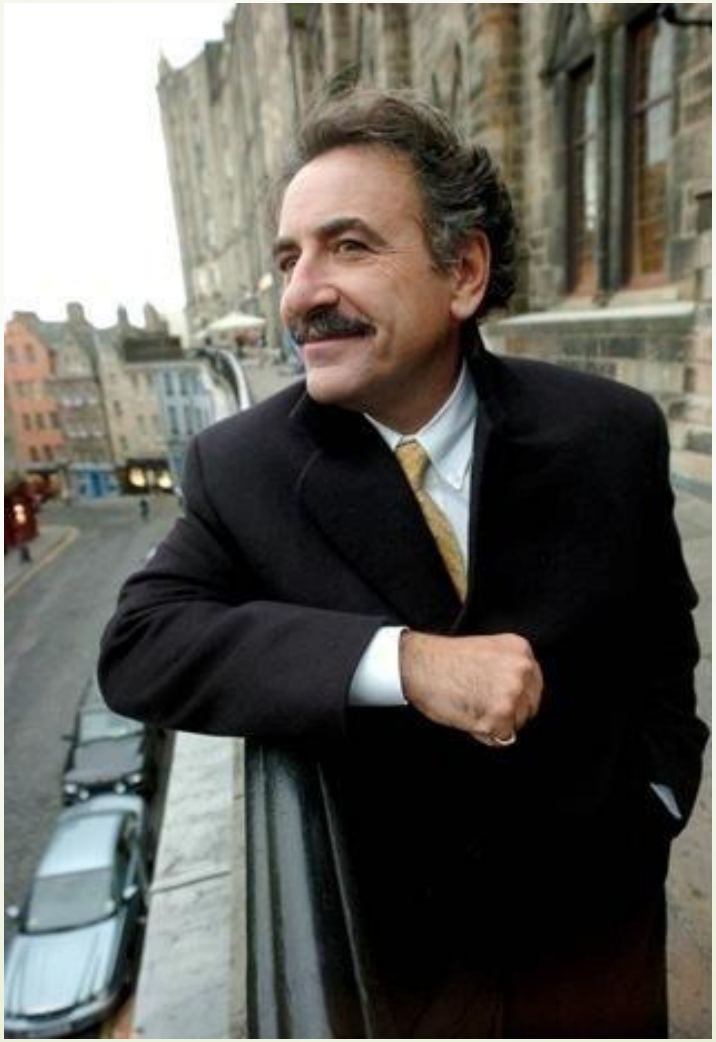
11 Keys to Effective Community Engagement

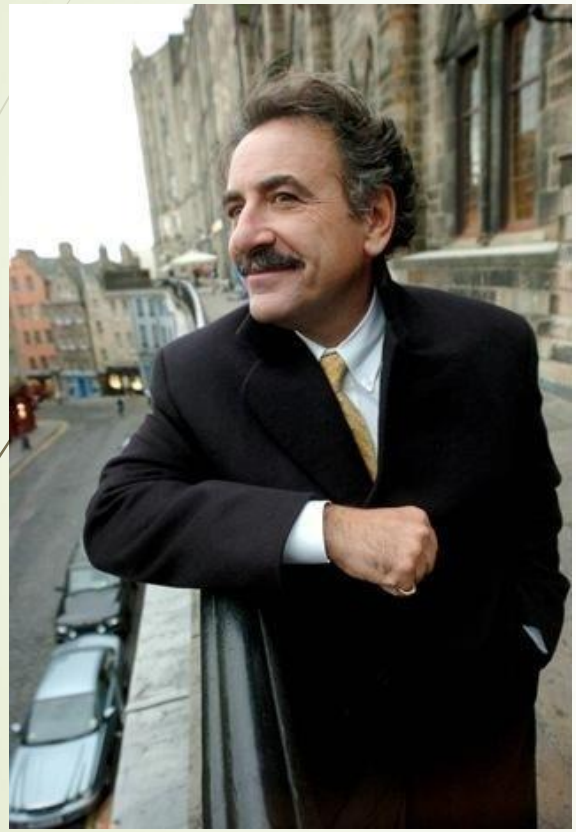
Key 1 – Believe in the Power of Community!

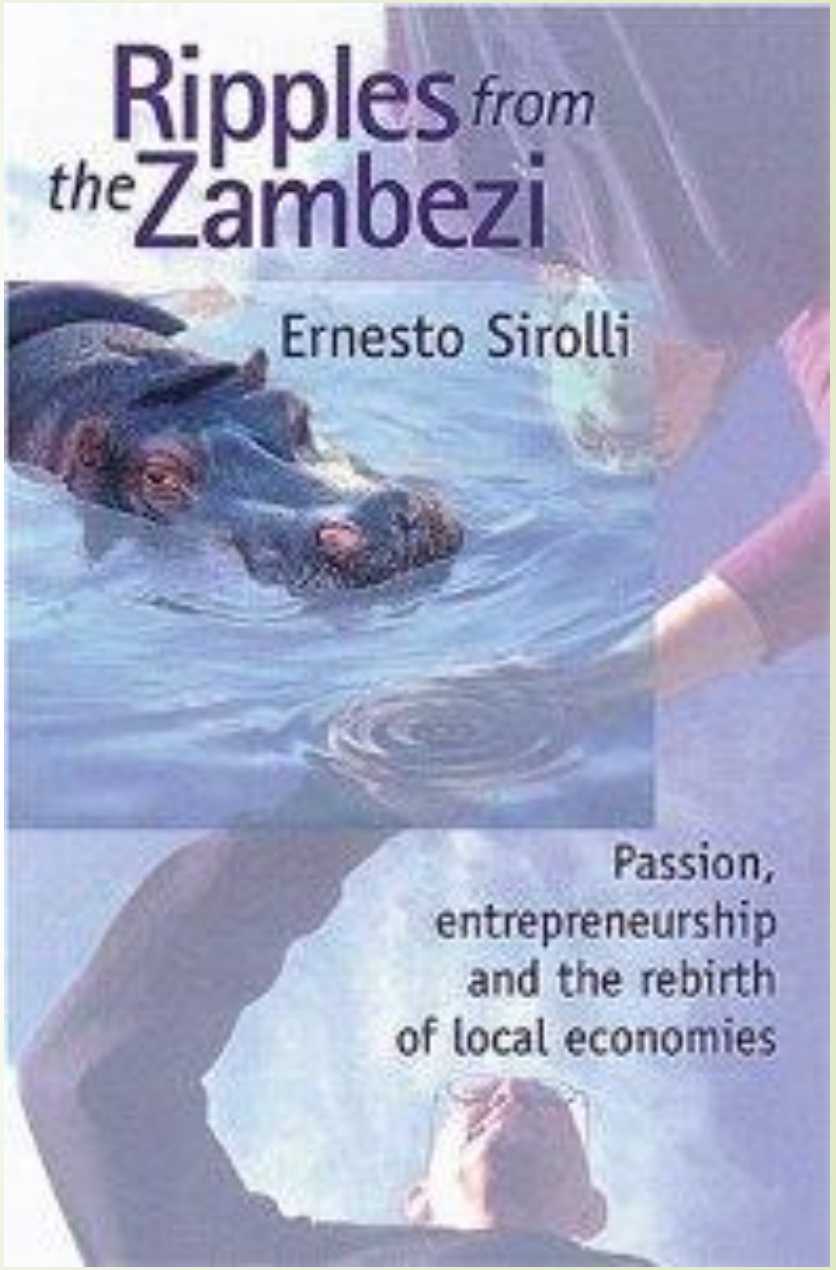
'I work from the firm belief that "whatever the issue, community is the answer."'

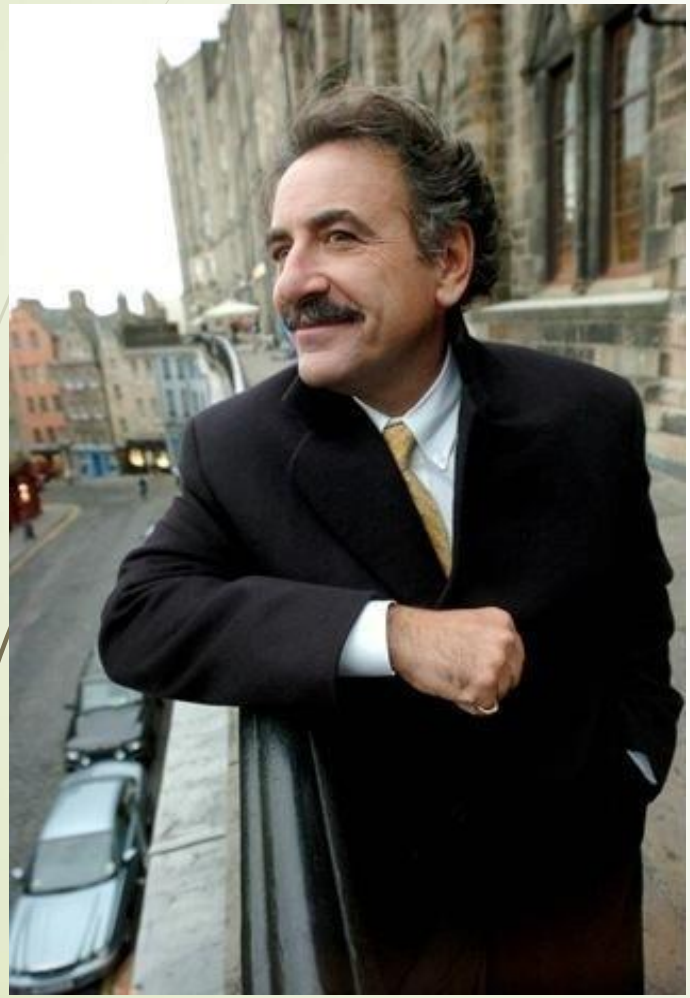
-Margaret Wheatley

Dr Ernesto Sirolli






Ripples from the Zambezi
Ernesto Sirolli
Passion, entrepreneurship and the rebirth of local economies



"The future of every community lies in capturing the passion, imagination, and resources of its people"

-Dr Ernesto Sirolli

Harold Flaming

"The wisdom of the community always exceeds the knowledge of the experts"

Key 2- Genuinely and Authentically Engage

"Engagement is figuring things out together"

-Vince Varian

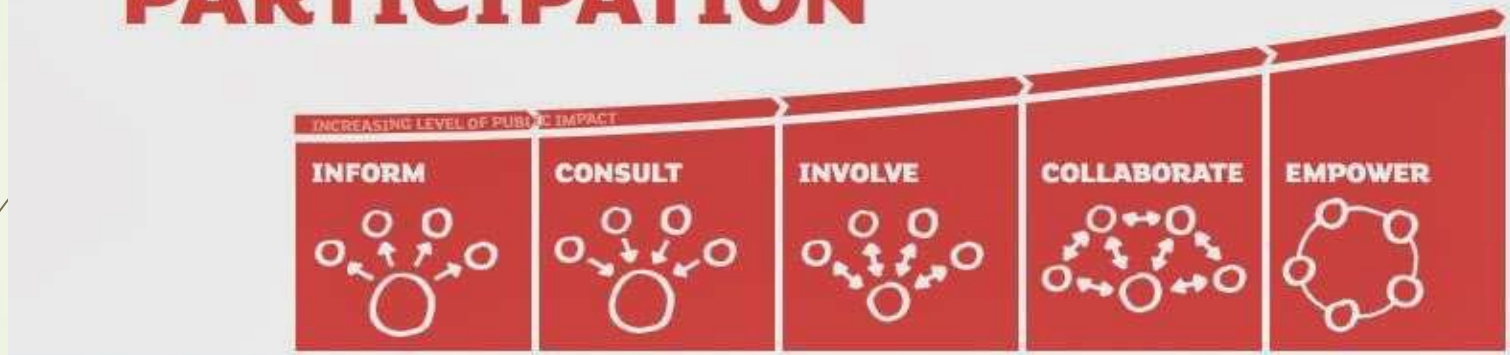
TO

FOR

WITH

OF / BY

IAP2 SPECTRUM OF PUBLIC PARTICIPATION



	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
GOAL	To provide balanced and objective information in a timely manner.	To obtain feedback on analysis, issues, alternatives and decisions.	To work with the public to make sure that concerns and aspirations are considered and understood.	To partner with the public in each aspect of the decision-making.	To place final decision-making in the hands of the public.
PROMISE	"We will keep you informed"	"We will listen to and acknowledge your concerns."	"We will work with you to ensure your concerns and aspirations are directly reflected in the decisions made."	"We will look to you for advice and innovation and incorporate this in decisions as much as possible."	"We will implement what you decide."

Public Participation Spectrum

Inform Consult Involve Collaborate Empower

Key 3 – Discover and Start With What Community Cares About!

'There is no power for change greater than a community discovering what it cares about.'

-Margaret Wheatley

Canadian Survey : Why People Volunteered

82% of respondents said:

'because someone who they knew, asked them do something they liked doing'

Night time:
24 hour city?

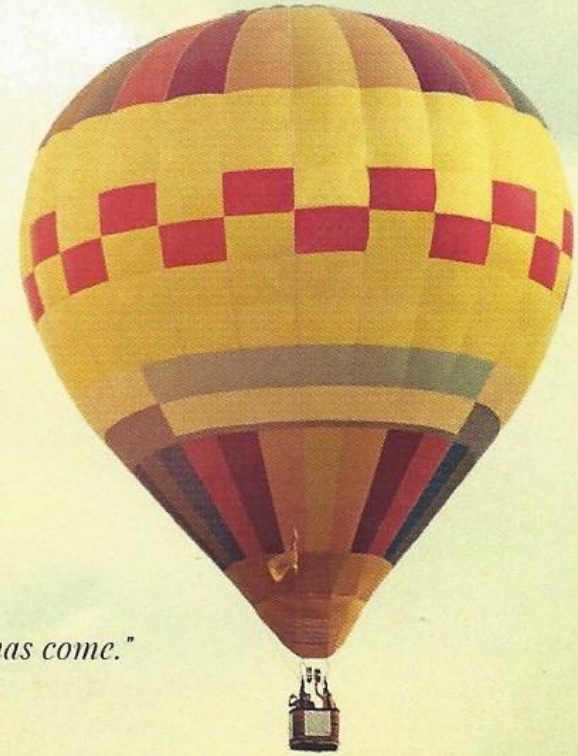
My BIG Idea

for my community...

The "My Big Idea" Postcard is an opportunity to share your great ideas for your community (you know, the ones that come to you in the shower!).

Tell us your Big Ideas for what your community needs to look like, be like and feel like in the future ... and the best actions to make it a reality.

Your Big Ideas are about creating an exciting vision of your community's future.



"Nothing else in the world is as powerful as an idea whose time has come."
Victor Hugo

Learningsites
www.abcdelearningsites.com.au

My BIG idea for our community is ...

And I could contribute to making it happen by ...

Name :

Contact phone/email :

"The best way to get great ideas is to have lots of them." (Thomas Edison)

Margaret Wheatley

"Determination, energy and courage appear spontaneously when we care deeply. We take risks that are unimaginative in any other context"

Key 4 - Start Where People Are.

- Their neighbourhoods, groups and streets
- Their language and culture
- Their networks
- Their interests

Professor Robert Putnam

"The most radical thing we can do in community today is to get neighbour talking to neighbour"

TEA
TIME

Key 5 – Begin with Asset Mapping, not Need Analysis.

'Communities have never been built upon their deficiencies. Building community has always depended upon mobilizing the capacities and assets of a people and a place. That is why a map of community assets is necessary if local people are to find the way toward empowerment and renewal'

-Jody Kretzmann and John McKnight

Cormac Russell

"At the end of the day, you cannot possibly know what a community needs, until they first know what they have"

Six Key Categories of Community Assets

1. People's passions, skills, connections and experiences and above all, what they care about
2. The physical world
3. Community associations
4. Institutional assets
5. Economic/business assets
6. Cultural assets-stories, traditions, heritage

Community Skills and Passion Audit

Our organisation seeks to inspire and support local residents to discover the strengths and opportunities of our local community, and engage in community projects that 'make a difference'. This audit sheet seeks to identify community residents who may be able to share their interests and experiences with students. Any information shared will only be shared with your permission.

Name: _____ Today's Date:

Position: _____

Address: _____

Contact No: _____ Email: _____

Please list 2 – 4 things in each category – things you are happy for us to know about you.

HEAD *(things I know something about, and would enjoy talking about, or teaching to others about, e.g. local history, conservation, business management etc)*

HANDS *(things I know how to do and enjoy, e.g. project organisation, gardening, painting, rock climbing, cooking, jewellery making, using the internet, sign language etc)*

HEART *(things I care deeply about, e.g. environment, intergenerational activities, animal welfare, women's rights, youth unemployment etc)*

COMMUNITY INVOLVEMENT *(groups / committees / clubs I am a part of)*

Please return you completed form to our group postal (_____) or email (_____). This information will be kept on file and stored in the school office. Information can be updated at any time.

(Inspiration for this form came from the LEAD ON Organisation in Bendigo, Victoria)

HEAD

Things I know something about, and would enjoy sharing

HANDS

Things I know how to do and enjoy

HEART

Things I care deeply about

FEET

Contacts and Networks I have

HEAD

Local History

Don –
dblack@gmail.com

HANDS

Creating a Facebook page

Don –
dblack@gmail.com

HEART

Young people's active involvement in community

Don –
dblack@gmail.com

FEET

Member of the local Rotary Club

Don –
dblack@gmail.com

Key 6 :Start with Conversation, not Meetings!

"A community is not a community without conversation"

-Brett Christian

Mary Lou Casey

"What most people need is a good listening to"

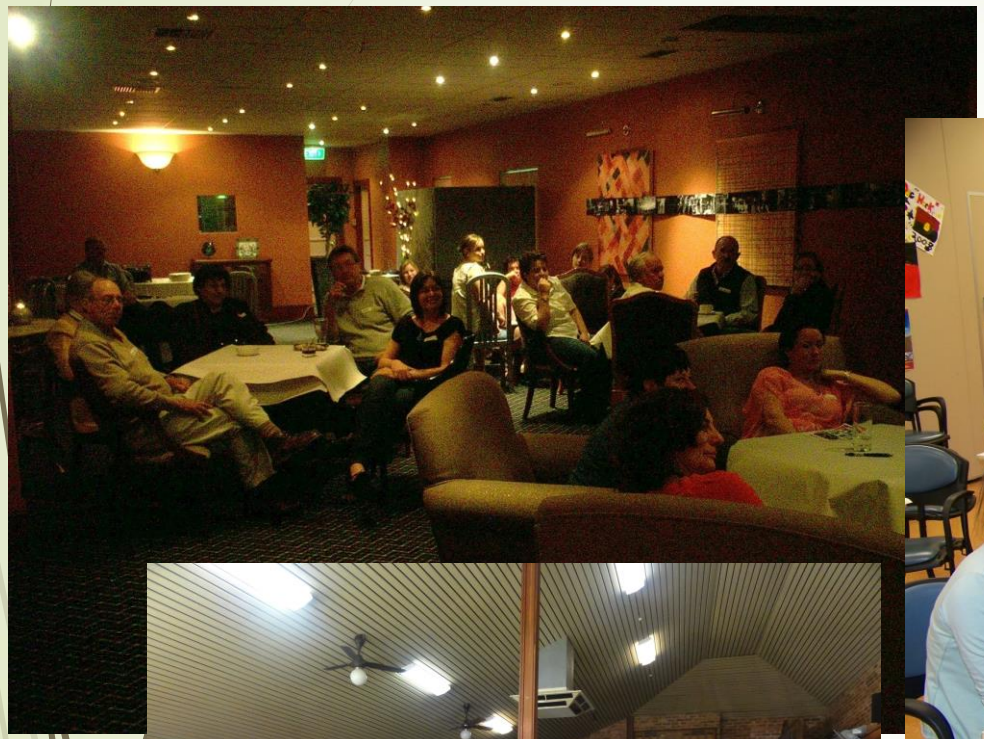
Host Learning Conversations

"The most productive tool for generating good ideas remains a circle of humans sitting around a table, talking shop"

-Stephen Johnson

Learning Conversations

Café Conversations



think
SUSAN
DAN

IMPLICATIONS
Of NEO for DCC?
NETWORKING
CHANGE!
Improvement!
More Positive View of DCC!
Better Service for Members
Renewal
Diverse Options
Looking Outside the box.
Resources
Possibilities
Challenging
Soak Values
Share
Focus
Values
Partnerships
Grants
Connections
Leverage
Leadership
Chamber
Community
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Technology
Grow
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Advocacy
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City Rituals & Traditions

Saturday, July 26, 14

City Rituals & Traditions

arts
2014

OFFICE

Key 7 – Have Fun!

"Why call a meeting, when you can have a party"

-Jim Diers

Importance of Fun

'The usual trouble with volunteers is not killing them with overwork, but boring them to death'

-Harold Seymour

Top Ten Reasons Why Volunteers Leave

Reason #10
The reality of their experience is not what they expected when they signed on.

Reason #9:
They don't like the work they are being asked to do nor how it is being done.

Reason #8:
Veteran or leadership volunteers won't let them into the "insider" group.

Reason #7:
They spend more time meeting than doing.

Reason #6:
No one listens to their suggestions.

Reason #5:
They feel unrecognized, and see that thanks are unfairly given to everyone, no matter who did the most work or none at all.

Reason #4:
They are no longer *asked* to participate.

Reason #3:
They do not actually understand *how* to get more involved.

Reason #2:
They can no longer see how their involvement makes a difference.

And the #1 reason volunteers leave is:
It stopped being fun.

Top Reason Why Volunteers Leave?

"It stopped being fun!"

Use Humour!

"If I can get you to laugh with me, you'll like me better, which makes you more open to my ideas"

-John Cleese

ALRIGHT
Y'BASTARDS
IT'S
CHRISTMAS!!
START
SPENDING!

TODAYS
OFFER
Buy ANY 2
drinks & pay for
them both....
http://go.funpic.hu

Don't Forget
to Buy a Bottle
For MOM
Mother's Day
Sunday 5/13
Remember, you're
the reason She
DRINKS!
http://go.funpic.hu

HAZELNUT
FRESH MUFFINS
NO SENIOR CITIZEN DISCOUNTS
YOU HAVE HAD TWICE AS LONG TO GET THE MONEY
http://go.funpic.hu

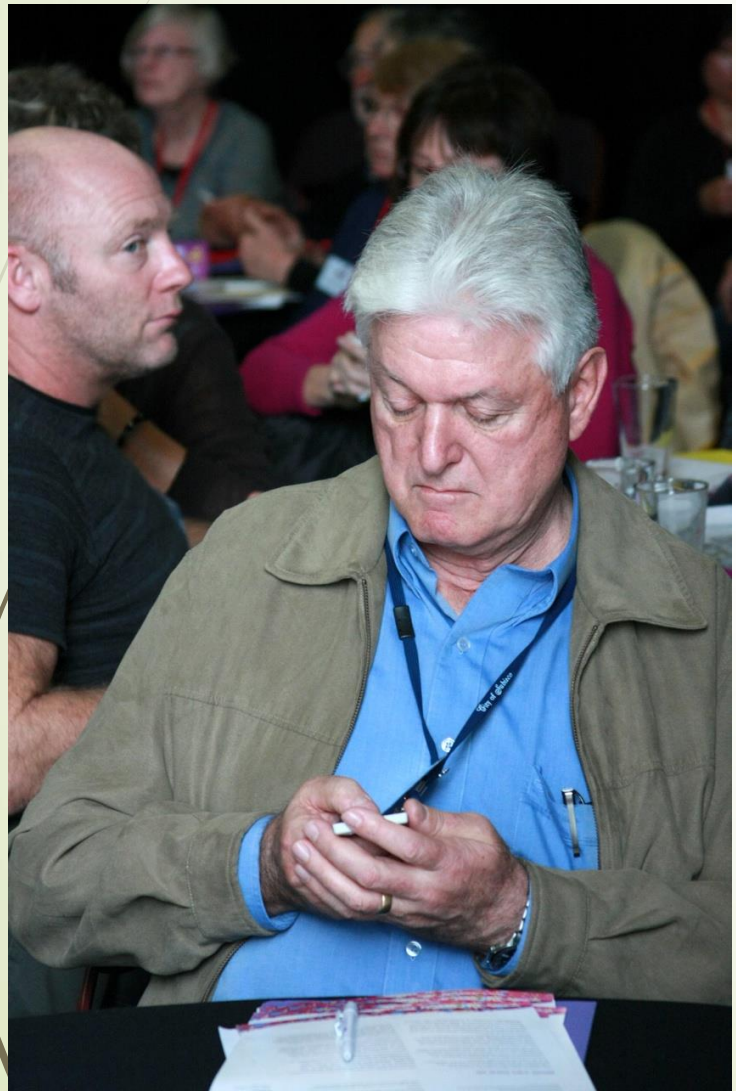
Coffin of Democracy

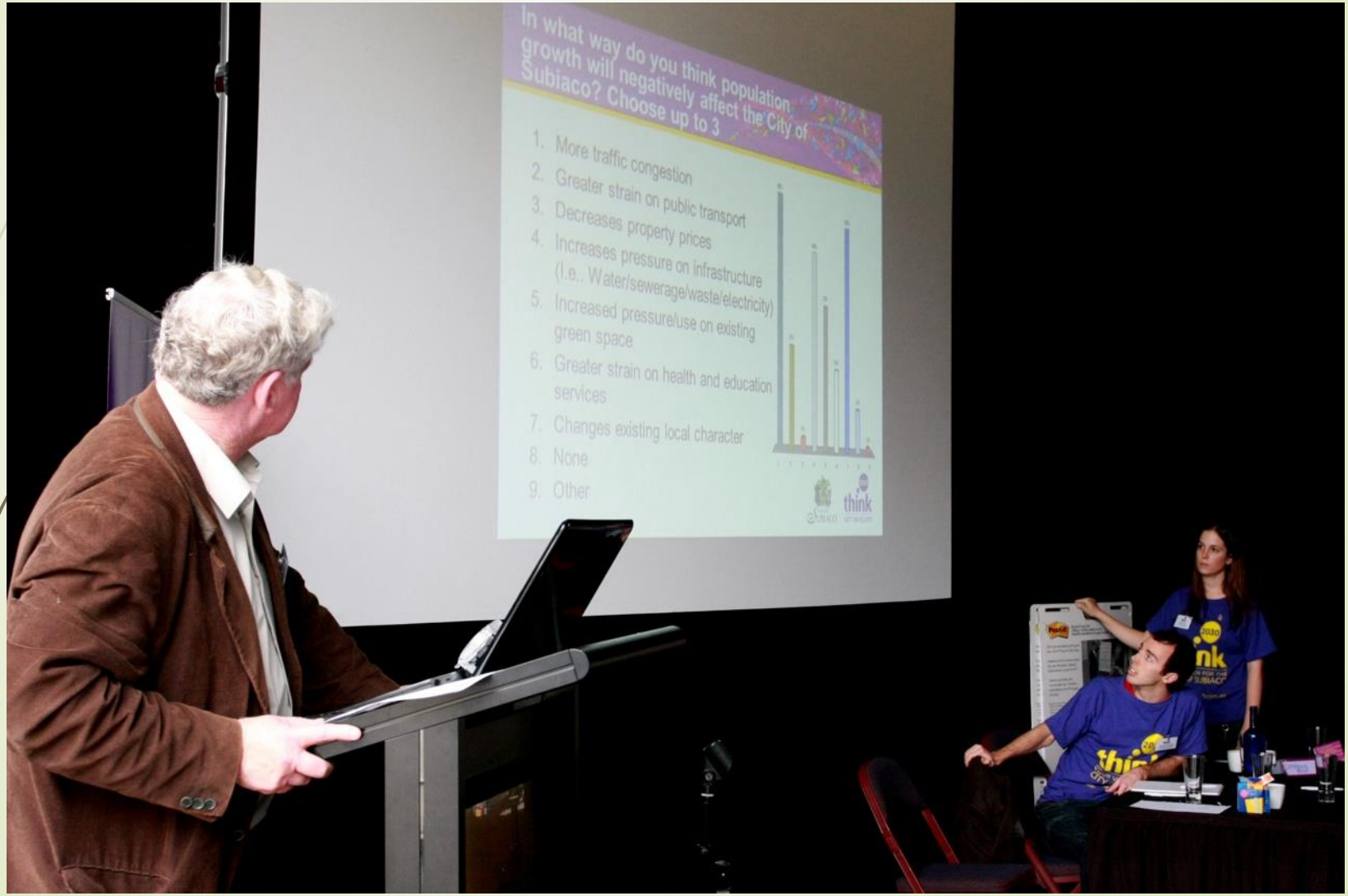
Key 8: Use Creative and interactive interventions !

"If you accustom yourselves to creativity in small things, creativity on a larger scale will follow"

-Sheikh Mohammed bin Rashid Al Maktoum, PM of UAE

Key Pad Technology

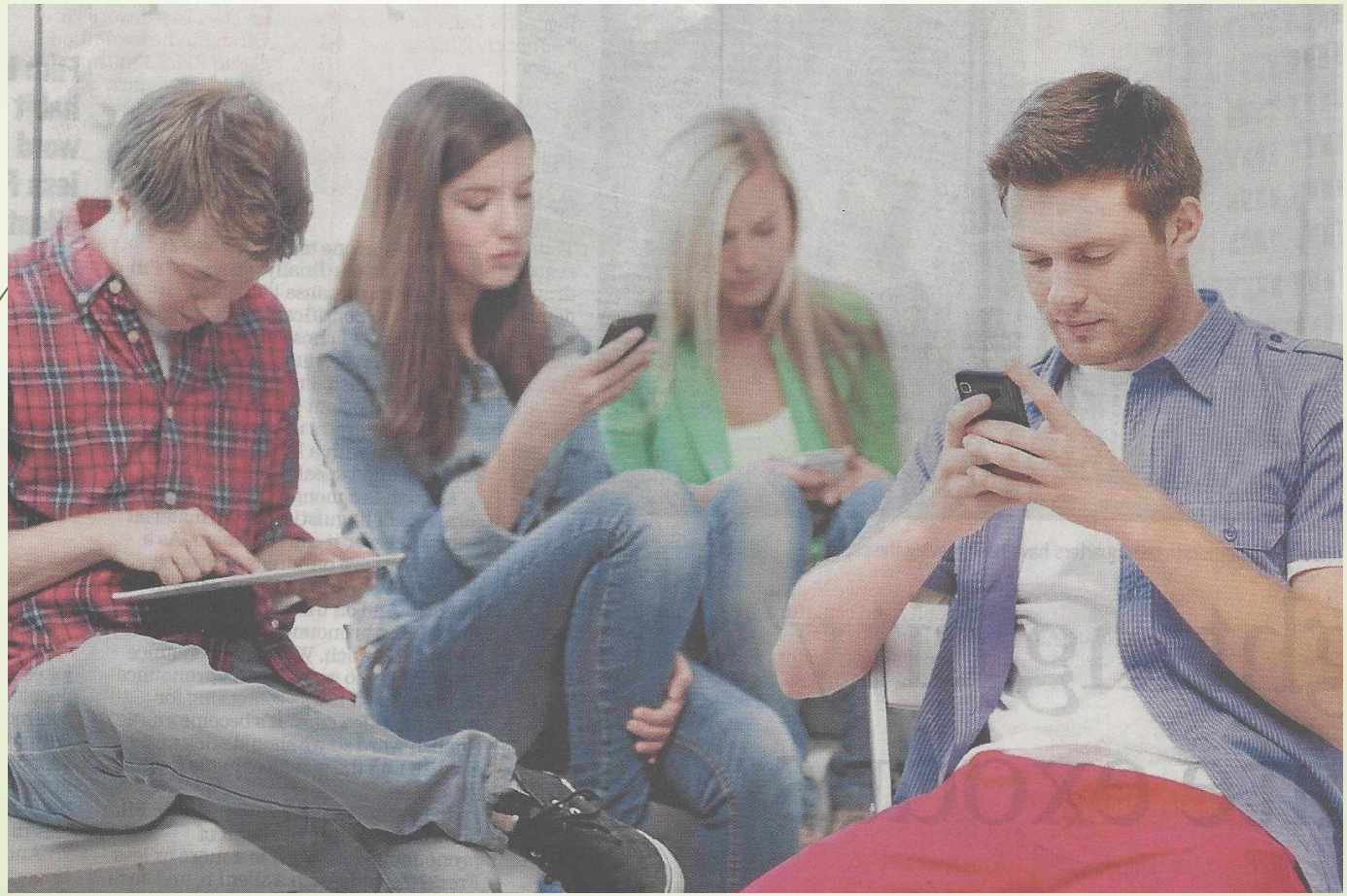



In what way do you think population growth will negatively affect the City of Subiaco? Choose up to 3
1. More traffic congestion
2. Greater strain on public transport
3. Decreases property prices
4. Increases pressure on infrastructure (I.e.. Water/sewerage/waste/electricity)
5. Increased pressure/use on existing green space
6. Greater strain on health and education services
7. Changes existing local character
8. None
9. Other
think

47

Value Clarification Exercises

Join the virtual world- Use social media

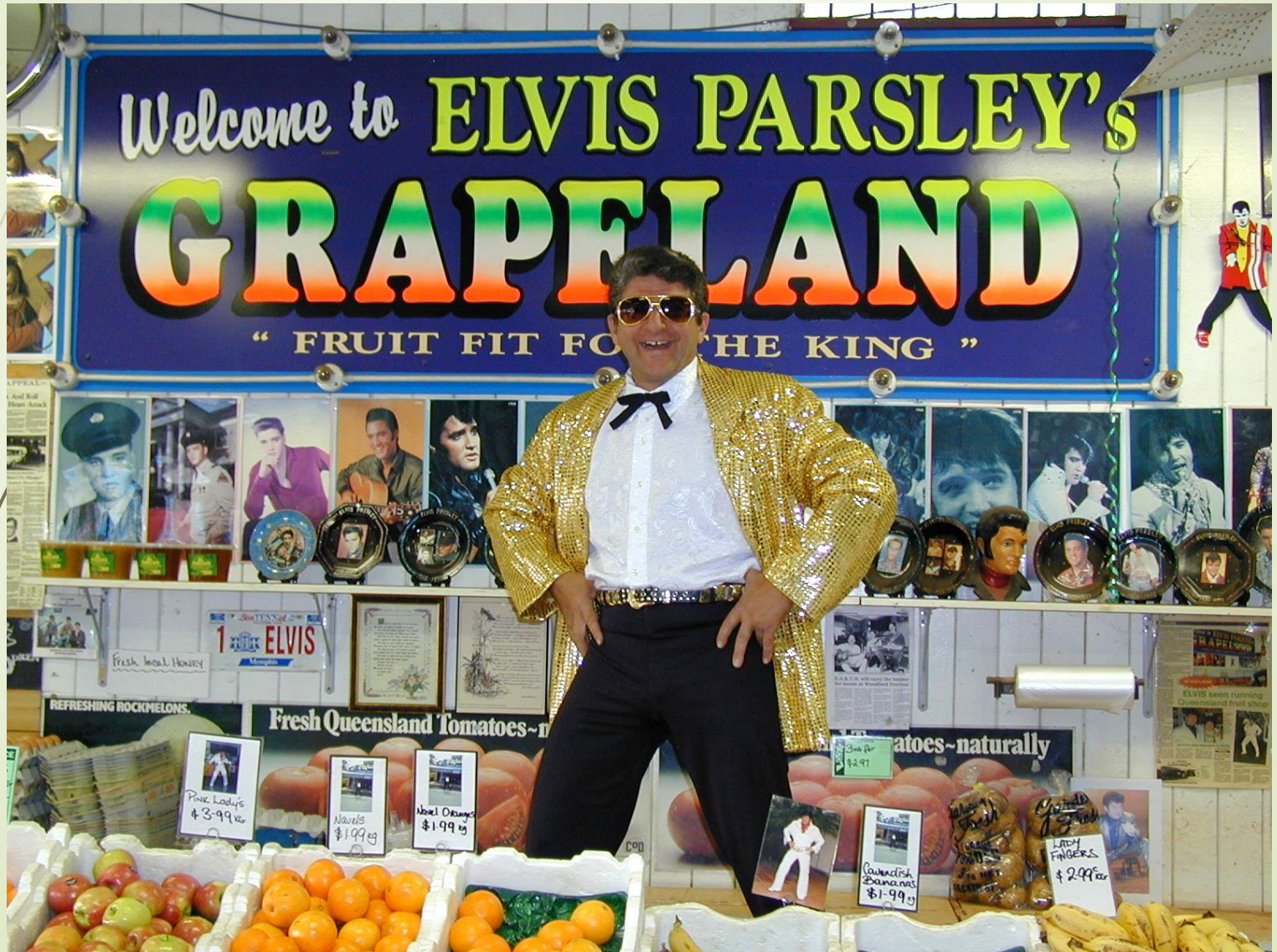


Ray Johnstone Who Placed a Gumtree ad for a Fishing Buddy

Key 9: Communicate with stories, not concepts, figures and spread sheets!

"Story telling is the most powerful way to put ideas into the world today" -Robert Mckee

Elvis Parsley



Elvis Parsley's
GRAPELANDS
WOODFORD FRUIT - "FIT FOR THE KING!"
ELVIS PARSLEY'S GRAPELAND
Where the Fruit is Fit for "THE KING"
PICTURE FRAMING

GRAPELAND
" FRUIT FIT FOR THE KING "

GRAPELAND
" FRUIT FIT FOR THE KING "
KING OF KINGS
1-ELVIS
DELTA

Key 10: Excite and Mobilise this Group

Sooraya Mentor, South Africa

"Youth are the leaders
of today,
not tomorrow
we are assets,
not liabilities
we are solutions,
not a problem to be solved"

Unique Contribution by Young Women and Men

- Fresh perspectives
- Great collaborators
- Make the dollar stretch
- Skills with social media
- Passionate about issues
  eg environment / sustainability
- Impatience, idealism
- Attract the attention of the media
- Best know what other young people think and want

Sam Johnson, Christchurch, NZ

Student Volunteer Army

-9000 students
-75,000 hours of work
-moved 360,000 tonnes of silt, sludge and rubble

50

Practical and Useful Youth Empowerment Resources

- 'RuMAD? – Are You Making a Difference?
  (Bank of I.D.E.A.S.)
- 'Community Minded Kids'
  (Community Minds)
- 'Dream Seeds ' (YouThrive)

Key 11:Focus on Actions that Recruit, Recognise and Retain Volunteers

*'**Volunteers** are so essential a part of the complex mechanism of our communities that without them the whole fabric of society would be placed at risk'*

Former Governor-General
Sir Ninian Stephen

"28 useful Tips for Recruiting Volunteers"

"83 Ways to Retain, Recognise and Reward Volunteers"

Recognise and Reward Volunteers

'Volunteer burnout is doing too much, with too little, for too long'

-Source Unknown

'There are two things people want more than sex and money …recognition and praise.'

-Mary Kay Ash

'I can live for two months on a good compliment' - Mark Twain

'One kind word can warm three winter months'

-Japanese Proverb

'Silent gratitude isn't much use to anyone'

- Gladys Browyn Stern

‘Most communities can be compared to a football game where 30,000 people who need the exercise, turn up to watch 36 players
who don’t.’

-Peter Kenyon

Questions
&
Contributions

What am I going to do different tomorrow?