

# Business and Community Recovery Advisory Committee Survey report



## Executive Summary

The Business and Community Recovery Advisory Committee was invited to provide feedback on the effectiveness of the committee via a structured self-assessment survey.

Seven of the eleven members provided a response.

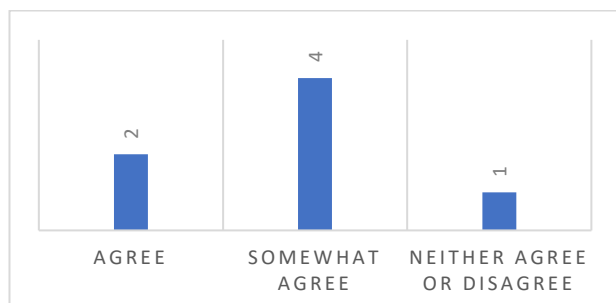
- Respondents mentioned there was a good mix of skills on the Committee and that if it would go ahead, it would benefit from short term appointments and rotation of new ideas and contributions.
- Concerns were raised about the ability to provide valuable feedback with documentation often not shared prior to the meeting leaving no time to reflect on the topic before discussions.
- Respondents felt some confusion around where input was sought and where it was a mere briefing of council's recovery actions.
- Due to Covid restrictions all meetings were held online, a balance of both online and face to face would have aided in ensuring the committee was cohesive and effective. A number of members were not able to prioritise the committee having to deal with severe covid impacts to their business.
- The Committee was established in response to the 2019/2020 bushfires, the added unanticipated effects of Covid and its ongoing developments confused the original Terms of Reference (ToR).
- There is an appetite among respondents for the existence of a recovery committee, however a review of the ToR and membership is required, and internal and external communications need to be improved.

For more information, please contact [name] [title] by [phone] or [email].

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## Survey Results

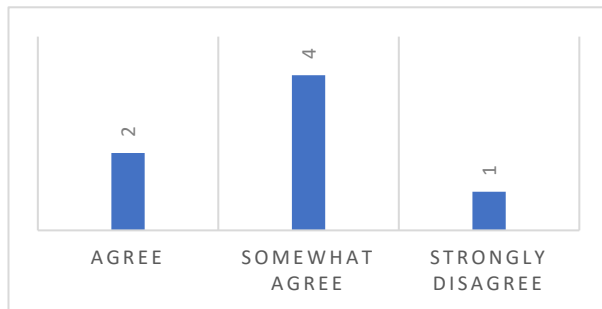
### 1. I was able to use my industry / community knowledge to influence the development of the B&CR Plan



### 2. What would improve the ability for you to influence the development of the B&CR Plan?

- Business Recovery seemed to be the main initial focus however it took some time to transition to community recovery. It seemed to be clear that Recovery participants dropped significantly once Business section was dealt with.
- I was not originally on advisory committee (invited to join prior to second or third meeting), so took some time to become familiar with discussions- even though I has prepared via all documentation available to read. Being across all information from beginning and meeting other delegates (even virtually) would have helped.
  - some documents weren't received before the meeting, therefore there wasn't time to reflect on the topics before discussion.
  - more room for discussion.
- I think originally most aspects of the plan had been developed by council staff and so the committee felt slightly emasculated from the start. However, I'm unsure as to whether a different process would have worked....it's an observation rather than a direct criticism! and also realise that this might have been the result of State Gov't direction rather than the Council.
- The business and recovery plan was driven by council and only minimal guidance was sought from the committee
- It was probably a difficult time for me to be able to priorities the BCRP as i was more focused on trying to stay afloat at the time. Between lockdowns and staff shortages i ran out of time to make this a priority therefore i had no influence due to not attending
- Limited ability due to unavailability at times

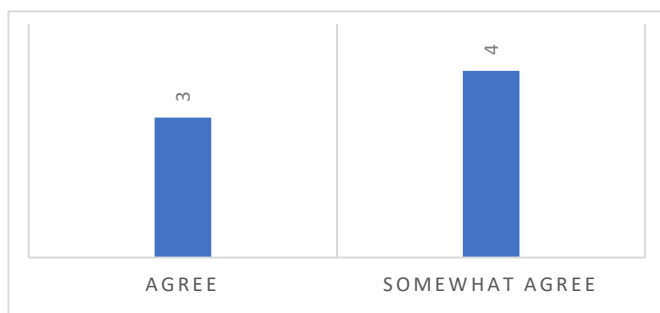
**3. My industry/community’s advice informed Council’s relief assistance and recovery activities?**



**4. What improvements would assist in enabling you to better inform Council’s relief assistance and recovery activities?**

- Potentially more business/community delegates in attendance at meetings for a more balanced and robust discussion.
- I think in person meetings rather than remote (at least some of them) would have made for a much better process but accept that during Covid this was impossible. In future I think if a committee like this is formed then a mix of in person and remote meetings might be a good option.
- The relief assistance and recovery activities were decided before the committee was formed. It was as though the committee were required only to give the appearance of legitimacy.
- Staff to be able to attend these meetings

**5. I am able to share information on business and community recovery activities efficiently and effectively to my sector community group organisation**

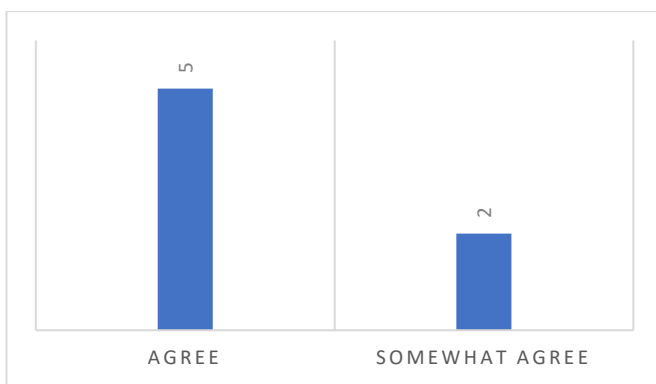


**6. What improvements could be made to assist me in sharing information on business and community recovery activities efficiently and effectively to my sector community group organisation?**

- This is more a time/timing issue.

- I'm not sure any given the confidential nature of some of the information and the fact that a lot of the information sharing would be best done by Council itself to ensure no mixed/inaccurate messages are given out.
- More correspondence from council to the general community on what is happening. A large part of the community was not aware that the funding had been allocated.
- None for you or the organization

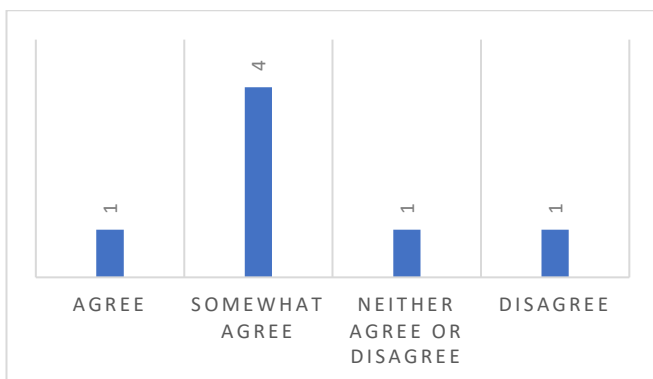
**7. Meetings are well organised. The agenda is distributed efficiently and agenda papers are informative, providing me with adequate information to contribute in a valuable way.**



**8. What improvement opportunities would you recommend?**

- NA

**9. The committee comprises the right mix of skills, experience and representation to be effective**

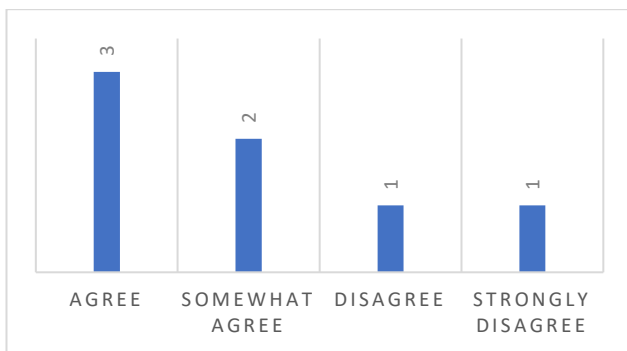


**10. What is missing in terms of skills, experience and representation?**

- I realise and understand that this committee was not just about business. However, perhaps a few more from tourism or business would be helpful given that some of our original members from these sectors 'dropped off'

- The mix of representatives was quite good
- More people related to food industry

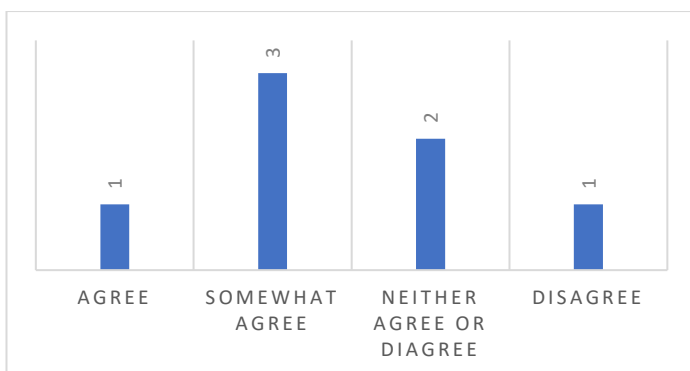
**11. Even though I am busy and have many competing interest, I priorities attending the B&CR Advisory Committee**



**12. What would influence you to prioritise this meeting?**

- Yes, but due to rescheduling this wasn't always possible.
- If I felt I had more of a direct influence on the outcomes....see my answer to Q2. I think I only overlooked one meeting unintentionally but had to miss others due to other business commitments
  - I was sometimes doing other Zoom meetings or away.
- having an effective voice.
- Nothing you could do would have made me prioritize coming due to business commitments
- Unfortunately, family commitments made it difficult to attend.

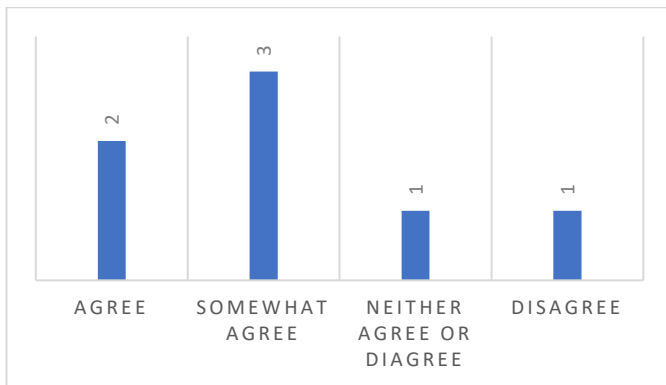
**13. I believe that the B&CR Advisory Committee has a reputable reputation in the community and business sector**



**14. What would improve the credibility of the Committee?**

- maybe if it had a more formalised and permanent role. But to ensure more ideas and experience (and fresh approaches) I'd also suggest that members had relatively short fixed terms before they were replaced. I'm a firm believer that rejuvenation of committees will lead often to better outcomes (but of course, not always)
- I am not sure if much of the community and business sector knew the committee existed. It was incumbent on members of the committee to engage with the community, however Council could have also advertised the existence of the committee much more effectively.

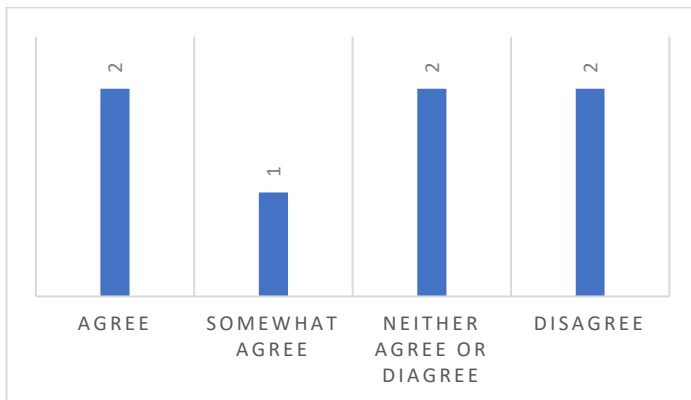
**15. My experience on this advisory committee has been positive, I am likely to volunteer on a future recovery advisory committee to assist Council and inform recovery activities for business and community**



**16. What would influence your decision to volunteer for a future advisory committee?**

- Commitment of all those who are appointed to the committee to continue to be involved. Seemed only a few people continued towards the end. It would be good to understand why that was the case?
- Perhaps discussion with council staff involved to learn aims and objectives prior to application.
- The 'right' terms of reference, guidelines, and relevance and if the committee was genuinely listened to...even if the advice was not always taken.
- I would volunteer for a future advisory committee if there was anything to actually determine. In this committee the allocation of funds was decided before the committee was formed.  
I did find the awarding of grant funding to individual events was really important and rewarding. I enjoyed being involved in that aspect of the committee.
- As I am better situated with one less business I have more time
- Timing of meetings

**17. I believe that we still have a role to play and would like to meet on a monthly basis to monitor recovery activities and provide Council with community/ business intel to inform future recovery programs/decisions**



**18. If future meetings continue what are some of the areas the Committee should focus on?**

- If the committee is responsible for the disbursement of funds it should focus on this aspect however it doesn't seem clear that this is the case. Otherwise no need for the committee to continue
- Follow up on funding and benefits. Other projects/funding opportunities that may arise.
- I agree with 17 only if my answers to 16 and 14 were taken into account; I'm pretty busy so don't mind either way. And I'm not sure recovery activities per se but an obvious area is to guide/advise on the Future look of Mansfield in 2040 as per council's current survey. Planning; Infrastructure, water, sustainability, housing and industrial/business development.
- If any funds are remaining, deciding on worthwhile projects.
- Ensuring well-being of the wider community remains a focus for the group.