

Project Phase	Objective	Community / Stakeholder	Key Message	Available Techniques	Hold Point Y/N
Site Selection	Site selection is based upon a comprehensive Cost Benefit Analysis that considered a broad range of socio-economic community benefits.	INFORM - Level 1 (Communication) Community of City of Prospect	<b>General overview</b> of decision making process and the deliberations according to the final 2-3 high priority site options. <b>Announcement of confirmation</b> - final site location.	<ul style="list-style-type: none"> <li>* City North Messenger / Media Releases</li> <li>* Website, including FAQ's</li> <li>* Social Media channels / unique Facebook page</li> <li>* Prospect Magazine (if timely)</li> <li>* Display at Library / Civic Centre / Other e.g. Cafe's</li> <li>* Branding Materials (attractive, unique and relevant)</li> <li>* Short videos - through social media channels</li> <li>* Existing Council events (marquee) (if timely)</li> </ul>	N
		Decision Making Council	<ul style="list-style-type: none"> <li>* What is the net gain for our residents according to each option?</li> <li>* Cost Benefit Analysis</li> <li>* Construction and on-going operating costs</li> <li>* Benefit of retention or sale of Council assets</li> <li>* Relocation of services and maintenance of standards during transition</li> </ul>	<ul style="list-style-type: none"> <li>* Recommendation from Project Executive Group (PEG)</li> <li>* Council Workshop (discussion only)</li> <li>* Report to Council</li> <li>* Council - Decision Making</li> </ul>	Y
Financial Considerations	<p><b>Value for money</b> decision making processes utilised by Council are understood.</p> <p><b>Financial deliberations</b> are transparent and accessible.</p> <p><b>Broad social benefit</b> outcomes are understood.</p>	INFORM - Level 1 (Communication) Community of City of Prospect	<p><b>Broad description</b> of costs for overall delivery of the Project.</p> <p><b>How will the Project be funded?</b></p> <p><b>Cost over/under runs</b> are announced earlier rather than later - No surprises!</p>	<ul style="list-style-type: none"> <li>* City North Messenger / Media Releases</li> <li>* Website, including FAQ's</li> <li>* Social Media channels / unique Facebook page</li> <li>* Prospect Magazine (if timely)</li> <li>* Display at Library / Civic Centre / Other e.g. Cafe's</li> <li>* Branding Materials (attractive, unique and relevant)</li> <li>* Short videos - through social media channels</li> <li>* Existing Council events (marquee) (if timely)</li> </ul>	N

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		<p>ENGAGE &amp; CONSULT - Level 2</p> <p><b>Resident representatives</b> from Library / Gallery / Cottage / Hub related groups.</p> <p><b>Key Library / Gallery / Hub Volunteers</b></p> <p><b>Residents with long term involvement / contribution</b></p> <p><b>Demographic</b> cross-section (if relevant)</p> <p><b>Council staff</b></p>	<p><b>Broad description</b> of cost implications for overall delivery of the Project.</p> <p><b>How will the Project be funded?</b></p> <p><b>Cost over/under runs</b> are announced earlier rather than later - No surprises!</p> <p><b>Advice is provided</b> to Project Executive Group (PEG) to assist decision making</p>	<p>*Council's Audit Committee</p> <p>*Other techniques to be considered further</p>	N
		<p>Decision Making</p> <p>Council</p>	<p><b>Detailed description</b> of cost implications for each stage and overall delivery of the Project.</p> <p><b>Detailed options</b> for Project funding.</p>	<p>* Council's Audit Committee - recommendations to Council</p> <p>* Council Workshop (discussion only)</p> <p>* Report to Council</p> <p>* Council - Decision Making on costs and funding strategy</p>	Y
Project Scope	<p><b>Range</b> of services and facilities in CLIC are clearly stated.</p> <p><b>Project Plans</b> closely adhere to the agreed scope for the Project.</p>	<p>INFORM - Level 1 (Communication)</p> <p>Community of City of Prospect</p>	<p><b>Standards</b> of contemporary Library services.</p> <p><b>Innovation Services</b> - what is included</p> <p><b>Community Hub</b> - what is included</p> <p><b>Design Standards</b> Be clear on <b>what is not to be included</b></p>	<p>* City North Messenger / Media Releases</p> <p>* Website, including FAQ's</p> <p>* Social Media channels / unique Facebook page</p> <p>* Prospect Magazine (if timely)</p> <p>* Display at Library / Civic Centre / Other e.g. Cafe's</p> <p>* Branding Materials (attractive, unique and relevant)</p> <p>* Short videos - through social media channels</p> <p>* Existing Council events (marquee) (if timely)</p>	N

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		<p>Decision Making Council</p>	<p>Advice received from Project Executive Group (PEG)</p> <p>'Building the CLIC from Inside Out' - Council's determination of what will form part of the CLIC will determine to size and scope of the facility.</p>	<ul style="list-style-type: none"> <li>* Project Executive Group (PEG), recommendations to Council</li> <li>* Council Workshop (discussion only)</li> <li>* Report to Council</li> <li>* Council - Decision Making</li> </ul>	Y
<p><b>Development and Delivery of the Community Engagement Strategy</b></p>	<p>Residents develop a strong sense of ownership and commitment to the development of the CLIC as an exciting opportunity to increase quality of life and enjoyment for all City of Prospect residents and visitors.</p>	<p>INFORM - Level 1 (Communication)</p> <p>Community of City of Prospect</p>	<p>Residents are aware of their opportunities to provide input to and influence the development of the CLIC.</p> <p>Community Engagement Strategy will reflect each stage or milestone for the delivery of the Project Plan.</p>	<ul style="list-style-type: none"> <li>* City North Messenger / Media Releases</li> <li>* Website, including FAQ's</li> <li>* Social Media channels / unique Facebook page</li> <li>* Prospect Magazine (if timely)</li> <li>* Display at Library / Civic Centre / Other e.g. Cafe's</li> <li>* Branding Materials (attractive, unique and relevant)</li> <li>* Short videos - through social media channels</li> <li>* Existing Council events (marquee) (if timely)</li> </ul>	N

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		<p>Decision Making</p> <p>Council</p>	<p><b>Council are confident</b> that the community are well informed and engaged within the process for developing the CLIC.</p>	<ul style="list-style-type: none"> <li>* Project Executive Group (PEG), recommendations to Council</li> <li>* Council Workshop (discussion only)</li> <li>* Report to Council</li> <li>* Council - Decision Making</li> </ul>	<p><b>N</b></p>
<p><b>Sketch Design</b></p>	<p><b>Residents are inspired</b> and excited by the possibilities of the new CLIC</p>	<p>INFORM - Level 1 (Communication)</p> <p>Community of City of Prospect</p>	<p><b>Aspirational dreaming of the possibilities</b>, blue sky thinking for the development of the CLIC. A conversation about the development of the CLIC is initiated.</p>	<ul style="list-style-type: none"> <li>* City North Messenger / Media Releases</li> <li>* Website, including FAQ's</li> <li>* Social Media channels / unique Facebook page</li> <li>* Prospect Magazine (if timely)</li> <li>* Display at Library / Civic Centre / Other e.g. Cafe's</li> <li>* Branding Materials (attractive, unique and relevant)</li> <li>* Short videos - through social media channels</li> <li>* Existing Council events (marquee) (if timely)</li> </ul>	<p><b>N</b></p>

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		<p><b>Decision Making</b>  Council</p>	<p><b>Broad community comments</b> and contribution is incorporated into Council's own visioning and planning for the development of the CLIC.</p>	<p>* Project Executive Group (PEG), recommendations to Council  * Council Workshop (discussion only)  * Report to Council  * Council - Decision Making</p>	<b>Y</b>
<b>Design Development</b>	Residents understand and are inspired by the principles of good design as an investment for both current and future generations.	<p><b>INFORM - Level 1 (Communication)</b>  Community of City of Prospect</p>	<p><b>Development of the CLIC</b> provides an opportunity to include inspiring design principles, both internal and external, to the building, that reflect aspirational ideals of the broad community.</p>	<p>* City North Messenger / Media Releases  * Website, including FAQ's  * Social Media channels / unique Facebook page  * Prospect Magazine (if timely)  * Display at Library / Civic Centre / Other e.g. Cafe's  * Branding Materials (attractive, unique and relevant)  * Short videos - through social media channels  * Existing Council events (marquee) (if timely)</p>	<b>N</b>

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		<p>Decision Making</p> <p>Council</p>	<p><b>The value that residents place</b> upon good design is understood and applied to final design outcomes.</p>	<ul style="list-style-type: none"> <li>* Project Executive Group (PEG), recommendations to Council</li> <li>* Council Workshop (discussion only)</li> <li>* Report to Council</li> <li>* Council - Decision Making</li> </ul>	<b>Y</b>
<b>Finishes &amp; Fit-out</b>	<p>The requirements for the provision of services, initiates and activities are fulfilled according to spacial and structural layout of the facility.</p>	<p>INFORM - Level 1 (Communication)</p> <ul style="list-style-type: none"> <li>* Community of City of Prospect</li> <li>* Council</li> </ul>	<p><b>Fit-out will be made according to service</b> requirements.</p> <p><b>Create excitement</b> and expectation for the types of programs and services that may be made available.</p> <p><b>Informed by contemporary standards</b> for Libraries</p> <p><b>Inspire the community</b> to plan for their involvement within the facility</p>	<ul style="list-style-type: none"> <li>* City North Messenger / Media Releases</li> <li>* Website, including FAQ's</li> <li>* Social Media channels / unique Facebook page</li> <li>* Prospect Magazine (if timely)</li> <li>* Display at Library / Civic Centre / Other e.g. Cafe's</li> <li>* Branding Materials (attractive, unique and relevant)</li> <li>* Short videos - through social media channels</li> <li>* Existing Council events (marquee) (if timely)</li> </ul>	<b>N</b>

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<p><b>Facility Management Plan</b></p>	<p>The operational service standards of the facility reflect broad community requirements and expectations.</p>	<p>INFORM - Level 1 (Communication)  Community of City of Prospect</p>	<p><b>How the facility will be operated</b> and commonly used service standards are clearly identified e.g. opening hours, fees and charges.</p>	<p>* City North Messenger / Media Releases  * Website, including FAQ's  * Social Media channels / unique Facebook page  * Prospect Magazine (if timely)  * Display at Library / Civic Centre / Other e.g. Cafe's  * Branding Materials (attractive, unique and relevant)  * Short videos - through social media channels  * Existing Council events (marquee) (if timely)</p>	<p>N</p>
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		Decision Making Council	<p><b>A detailed cost analysis</b> provides a clear understanding of the implications of the base service standard</p> <p><b>Council's long term financial plan</b> captures the on-going budget requirements for the operation of the CLIC</p>	<ul style="list-style-type: none"> <li>* Project Executive Group (PEG), recommendations to Council</li> <li>* Council Workshop (discussion only)</li> <li>* Report to Council</li> <li>* Council - Decision Making</li> </ul>	Y
Building Construction	Anticipated dates for the completion of Key milestones of the facility construction timelines are understood and progress	INFORM - Level 1 (Communication) Community of City of Prospect	<p><b>Completion of key milestones</b> for construction of the facility are celebrated.</p>	<ul style="list-style-type: none"> <li>* City North Messenger / Media Releases</li> <li>* Website, including FAQ's</li> <li>* Social Media channels / unique Facebook page</li> <li>* Prospect Magazine (if timely)</li> <li>* Display at Library / Civic Centre / Other e.g. Cafe's</li> <li>* Branding Materials (attractive, unique and relevant)</li> <li>* Short videos - through social media channels</li> <li>* Existing Council events (marquee) (if timely)</li> </ul>	N
		<p>ENGAGE &amp; CONSULT - Level 2</p> <p><b>Resident representatives</b> from Library / Gallery / Cottage / Hub related groups.</p> <p><b>Key Library / Gallery / Hub Volunteers</b></p> <p><b>Resident/s long term involvement</b> / contribution</p> <p><b>Demographic</b> cross-section</p> <p><b>Council staff</b></p>	<p><b>Updates are provided</b> from the Construction Project Manager to create a sense of engagement and involvement towards final construction of the facility.</p> <p><b>Monitor construction</b> is completed according to agreed plans.</p>	<ul style="list-style-type: none"> <li>* Community Reference Group (CRG) *</li> <li>Broad Community Open Day / Site Walk Thru (pending WHS clearance)</li> </ul>	N



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		Decision Making Council	Monitor construction of the facility with a view to completion on-time and on-cost.	<ul style="list-style-type: none"> <li>* Project Executive Group (PEG), recommendations to Council</li> <li>* Council Workshop (discussion only)</li> <li>* Elected Member building site tour (walk thru) (pending WHS clearance)</li> <li>* Report to Council</li> <li>* Council - Decision Making</li> </ul>	Y
Relocation of Council Staff & Services	Minimal disruption to all of Council services while staff and amenities are temporarily relocated during the construction phase (if required)	INFORM - Level 1 (Communication) Community of City of Prospect	Timely advice and information is provided to ensure that residents are aware of any changes or disruption to the provision of services	<ul style="list-style-type: none"> <li>* City North Messenger / Media Releases</li> <li>* Website, including FAQ's</li> <li>* Social Media channels / unique Facebook page</li> <li>* Prospect Magazine (if timely)</li> <li>* Display at Library / Civic Centre / Other e.g. Cafe's</li> <li>* Branding Materials (attractive, unique and relevant)</li> <li>* Short videos - through social media channels</li> <li>* Existing Council events (marquee) (if timely)</li> </ul>	N
		ENGAGE & CONSULT - Level 2 <b>Resident representatives</b> from Library / Gallery / Cottage / Hub related groups. <b>Key Library / Gallery / Hub Volunteers</b> <b>Resident/s long term involvement</b> / contribution <b>Demographic</b> cross-section <b>Council staff</b>	<b>Plans are discussed</b> to ensure all elements are considered and captured. <b>Consideration is given</b> to the customer experience as being of primary importance	<ul style="list-style-type: none"> <li>* Community Reference Group (CRG)</li> <li>* Council's Internal Project Team</li> </ul>	N

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		Decision Making Council	Detailed information is provided according to the plans and inherent cost implications for the relocation of services and amenities.	<ul style="list-style-type: none"> <li>* Project Executive Group (PEG), recommendations to Council</li> <li>* Council Workshop (discussion only)</li> <li>* Report to Council</li> <li>* Council - Decision Making</li> </ul>	N
Naming of the new Facility	Excitement for the new facility and a strong sense of <b>community ownership</b> of the facility is developed through an open competition to decide upon a name.	INFORM - Level 1 (Communication) Community of City of Prospect	Get involved in the competition to name your new facility.	<ul style="list-style-type: none"> <li>* City North Messenger / Media Releases</li> <li>* Website, including FAQ's</li> <li>* Social Media channels / unique Facebook page</li> <li>* Prospect Magazine (if timely)</li> <li>* Display at Library / Civic Centre / Other e.g. Cafe's</li> <li>* Branding Materials (attractive, unique and relevant)</li> <li>* Short videos - through social media channels</li> <li>* Existing Council events (marquee) (if timely)</li> </ul>	N
		ENGAGE & CONSULT - Level 2 <b>Resident representatives</b> from Library / Gallery / Cottage / Hub related groups. <b>Key Library / Gallery / Hub Volunteers</b> <b>Resident/s long term involvement</b> / contribution <b>Demographic</b> cross-section <b>Council staff</b>	Provide advice to the Project Executive Group for the winning entry to an open 'name the facility' competition.	<ul style="list-style-type: none"> <li>* Community Reference Group (CRG) *</li> <li>Community Naming Competition</li> </ul>	N

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		Decision Making Council	Decide upon the winning entry to name the new facility according to an open competition. The name of the facility reflects broad community and Council aspirations for the facility. Consideration by Elected Members of naming the wings/ rooms/ areas of the facility (consider opening this opportunity to the CRG or broader community)	* Project Executive Group (PEG), recommendations to Council * Council Workshop (discussion only) * Report to Council * Council - Decision Making	Y
Opening of the CLIC	Broad community engagement and ownership for the planning and provisions of celebration activities	INFORM - Level 1 (Communication) Community of City of Prospect	Become a volunteer to help organise a community celebration of our new facility. It's your facility, an invitation to get involved	* City North Messenger / Media Releases * Website, including FAQ's * Social Media channels / unique Facebook page * Prospect Magazine (if timely) * Display at Library / Civic Centre / Other e.g. Cafe's * Branding Materials (attractive, unique and relevant) * Short videos - through social media channels * Existing Council events (marquee) (if timely)	N
		ENGAGE & CONSULT - Level 2 Resident representatives from Library / Gallery / Cottage / Hub related groups. Key Library / Gallery / Hub Volunteers Resident/s long term involvement / contribution Demographic cross-section Council staff	Key role in the planning and provision of the celebrations for opening of the facility	* Community Reference Group (CRG) * Council's Events Team Council's Volunteer Brigade	N

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		Decision Making Council	An draft event plan is provided to assist a decision to ensure celebrations best reflect the significant achievement for completion of the new facility and the opportunities now available.	<ul style="list-style-type: none"> <li>* Project Executive Group (PEG), recommendations to Council</li> <li>* Council Workshop (discussion only)</li> <li>* Report to Council</li> <li>* Council - Decision Making</li> </ul>	<b>N</b>