



Yarra Valley Water Price Submission

CITIZENS' JURY PANEL

Process Report

April 2022

LIMITATIONS OF USE

This report has been prepared by MosaicLab on behalf of and for the exclusive use of Yarra Valley Water.

The sole purpose of this report is to provide a report of the methodology and process undertaken for the Yarra Valley Water Price submission Citizen's jury panel.

This report has been prepared in accordance with the scope of services set out by the Price Submission project. Yarra Valley 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 team of engagement practitioners and facilitators based in Victoria. We work with government agencies, community groups, industry and commercial organisations and support them to have meaningful conversations that lead to action. Our processes bring diverse people together to solve complex problems and make a positive difference to decision-making.



Acknowledgment:

We acknowledge the Traditional Custodians of the land and water on which we rely, and pay respects to their Elders, past, present and emerging.

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REMIT

With the challenges of climate change and population growth in mind, the quality and reliability of water supply and sewerage services and critical needs.



Clear communication and transparency are essential to empower and inform users to access resources in a respectful, equitable and sustainable way.

How can water and the environment be protected and respected for and by present and future generations?

INTRODUCTION

Throughout 2021 - 22, Yarra Valley Water embarked upon a series of engagement activities to support their Price Submission for 2023-2028. The process involved multiple phases that began in April 2021 and concluded in April 2022. The final phase was a citizen's jury that deliberated on the following remit:

How can water and the environment be protected and respected for and by present and future generations?

The project was initially activated in April 2021 by the Yarra Valley Water project team who developed the engagement materials in partnership with MosaicLab. This included the co-design of a detailed engagement plan, which outlined the approach for the wider and deeper engagement phases.

Throughout September 2021, a wider engagement phase actively engaged community members and stakeholders through a series of online workshops.

Following the wider engagement phase, a set of six smaller panels convened throughout October and November to define the main 'problems' specific to each cohort. Representatives from each panel came together for one day as a combined panel on November 21st to put forward a new remit and consolidated set of 12 problems.

Yarra Valley Water empowered the mini panels to define the problems and so the 12 problem themes which meant the outputs from the combined panel formed a major part of the onboarding of the citizens' jury in February 2022.

The final phase, the citizens' jury consisted of a diverse group of customer within the Yarra Valley Water region, with 18 participants from the mini panels being joined by 32 new randomly selected group of customers. The jury included people from different geographic locations, cultural and linguistic backgrounds, different abilities and a range of ages. They came together to gain knowledge about water, how Yarra Valley Water operates, future planning and costs, and service

levels that customers can expect. The jury came together via Zoom and had the opportunity to listen to diverse ideas from customers, local Indigenous communities and internal and external experts.

The panel agreed on 12 final recommendations that will be used in the Price Submission Review. Yarra Valley Water have committed to use the recommendations to the maximum extent possible and will provide feedback where the jury's decisions have influenced the development of their final price submission. Where a decision or recommendation of the jury is not incorporated, Yarra Valley Water will clearly explain why.

In total, the panel had 40 active participants. 50 people were originally randomly selected for the jury; however throughout the course of the jury a number of people were unable to participate, leaving a total of 40 participants.

Participants came together over six sessions, commencing with the meet and greet session via Zoom on Wednesday 2 February 2022,

and participated in five jury days, also via Zoom, in the following two months. At the conclusion of their final session on Saturday 2 April 2022, the panel handed over their report to the Yarra Valley Water Managing Director, Pat McCafferty and Chair of the Board, Sue O'Connor.

The report, authored by the panel, contained:

- a brief introduction
- 12 recommendations that captured the title, suggested changes to the service level and rationale/reasoning.
- one minority report that outlined some further commentary that select members of the panel felt should be noted.

This report outlines the citizen's jury panel process, and it summarises the design and implementation of the deliberative engagement process. It also includes the results of pre and post deliberation surveys undertaken to collate feedback from panel members.

PROJECT BACKGROUND

CONTEXT

Every five years, water businesses are required to write and submit a five-year Price Submission to the Essential Services Commission, the independent regulator of Melbourne's water industry. The purpose of this submission is to ensure that Yarra Valley Water's business decisions reflect customers' priorities and delivers what they value the most.

The engagement activities – including the deliberative panels – are part of informing this Price Submission by identifying customers' priorities.



CODESIGNING THE 2023-28 PRICE SUBMISSION PROCESS

Yarra Valley Water engaged MosaicLab to deliver a co-design process in February – March 2021 that brought together staff from across the organisation and critical friends. The purpose of the co-design process was to:

- To understand what a truly co-designed process means
- To unpack the success objectives and approaches for Price Submission 2023-28
- To define the scope of the Price Submission Co-Design process
- To define the issues from different perspectives – to help determine the remit

The critical friends were invited to help 'sense check' the approach and they came from academic, government and community institutions, representing regulation, water and environmental policy, community advocacy and water services.

Over a few months a series of three workshops were held and together they developed the remit and the strategic engagement plan that identified the approach to support defining the issues and finding the problem.

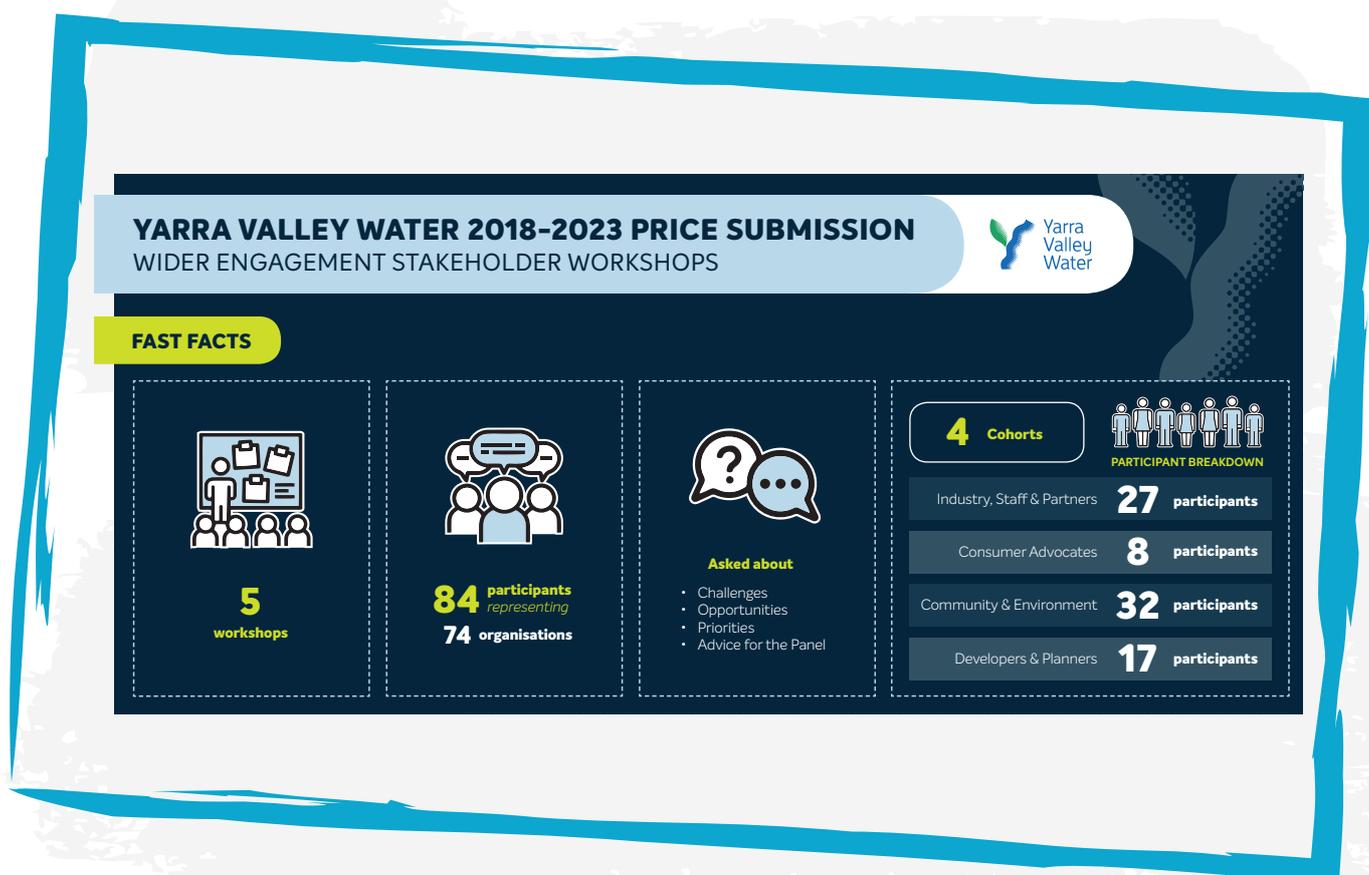
WIDER ENGAGEMENT - SEPTEMBER

Throughout September 2021, a number of stakeholder and targeted community groups took part in discussions for the wider engagement phase of this process. This phase of the process sought to give an opportunity to:

- Inform on the Price Submission process.
- Identify issues and considerations to build into defining the problems to be solved for Yarra Valley Water's Price Submission.
- Inform participants about the overall engagement process and how they can be involved.
- Give key messages and advice to the community panels to consider in their deliberations.

There were five separate workshops involving four stakeholder and targeted community groups, with a total of 84 participants. To support this process, Yarra Valley Water's Managing Director, Pat McCafferty, delivered a presentation to participants outlining the role of Yarra Valley Water and an overview of their strategic objectives.

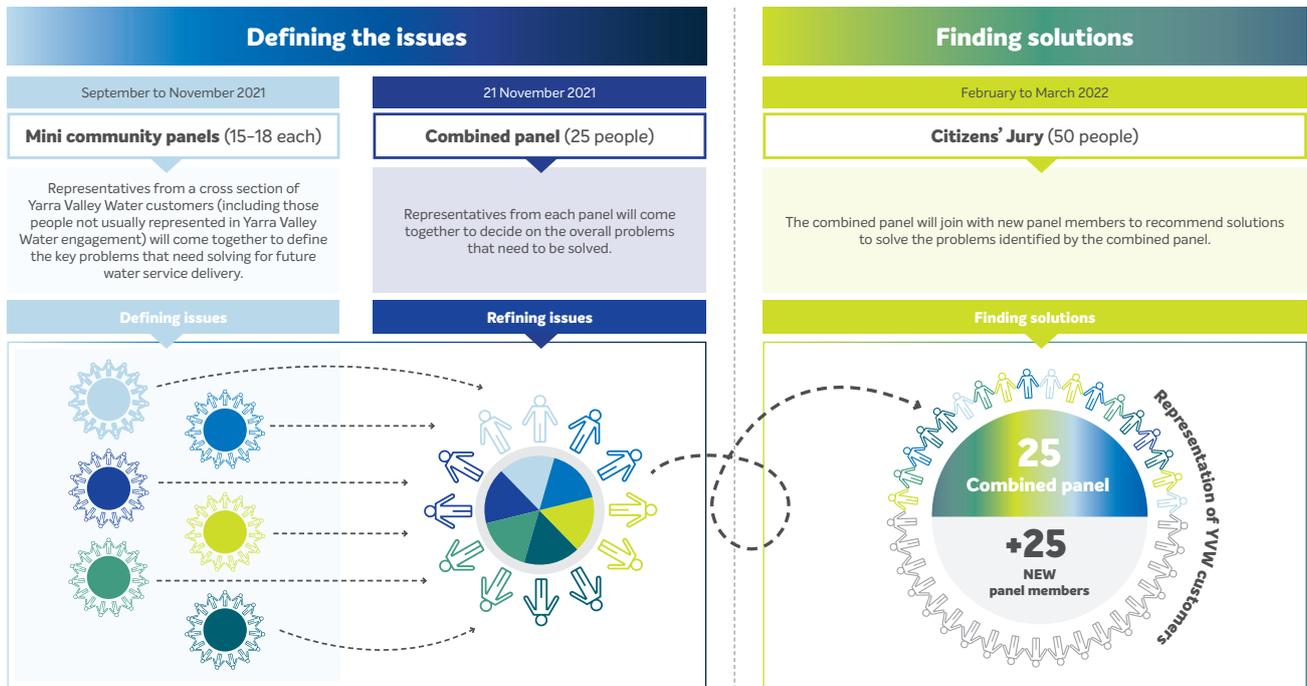
A report summarising the feedback from participants in all the workshops was created following the five workshops and was an input into the next phases of the process.



SIX MINI PANELS

The MINI panel process had a unique structure depicted in the diagram below. It featured six smaller panels - each meeting for about 2.5 days total - with representatives that joined together for one additional day to consolidate the outputs into one final report. The aim of these mini panels was to capture perspectives from Yarra Valley Water customers that are not usually represented in engagement.

The six mini panel groups were:



PANEL GROUP	NUMBER OF PARTICIPANTS AT CONCLUSION OF PROCESS
General customer demographic	13
Youth (ages 16-25)	11
Edges of the services area	10
Culturally and linguistically diverse	13
Deaf/hard of hearing	9
Blind/low vision	4
TOTAL NUMBER OF PARTICIPANTS	60

The panels were held entirely online with session facilitated via Zoom. Jury members used the online tools GroupMap and Google Docs to work together virtually.

Of the 60 participants who participated in the mini panels, 18 panellists attended the Combined Panel day on Saturday 21 November. The breakdown of participants in the Combined Panel was:

PANEL GROUP	NUMBER OF PARTICIPANTS AT COMBINED PANEL DAY
General customer demographic	2
Youth (ages 16-25)	3
Edges of the services area	5
Culturally and linguistically diverse	4
Deaf/hard of hearing	2
Blind/low vision	4
TOTAL NUMBER OF PARTICIPANTS	20

WIDER ENGAGEMENT - DECEMBER

In December 2021, a series of stakeholder workshops were held to report back on outcomes from the previous phase of deliberative engagement for the Price Submission as well as to understand stakeholder perspectives around solutions to the problems raised. MosaicLab were tasked as independent facilitators of each workshop.

The purpose of these workshops were to:

- To report back to stakeholders on the outcomes of the problem definition process - including reflections and what further needs to be considered
- To be informed about the remainder of the engagement process and how they can be involved
- Provide input on the topic, identifying solutions
- Nominate speakers for the panel, if appropriate

There were six separate workshops involving five stakeholder and targeted community groups, and one conversation with the Aboriginal Community Working Group with a total of 51 participants. To support this process, Yarra Valley Water’s Managing Director, Pat McCafferty, delivered a presentation to participants outlining the role of Yarra Valley Water and their engagement practices.

A report summarising the feedback from participants in all the workshops was created and was an input into the next phase of the process.

WHAT IS A CO-DESIGN PROCESS?

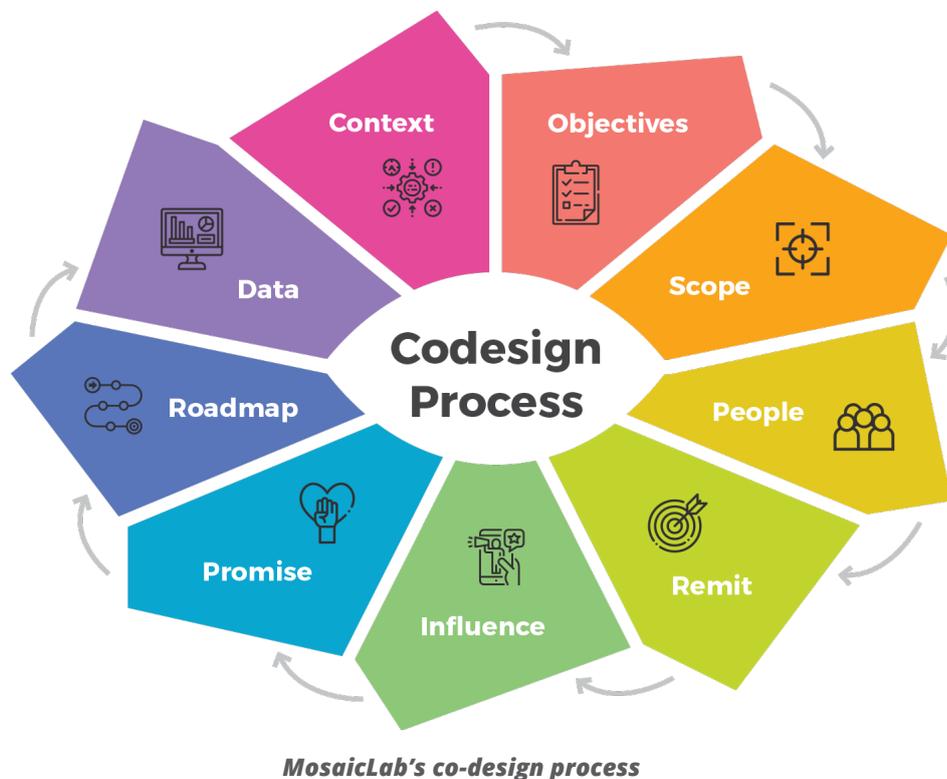
Co-design is a commonly used term. It can, however, mean different things to different people and the understanding of what co-design looks like in practice can vary. In the context of community engagement, co-design can be part of the planning phase, one step in engagement methodology, or applied more broadly and implemented across multiple phases, such as the case for Yarra Valley Water.

At its core, co-design is a process not an event. It challenges power structures and encourages the concept of 'designing with' not 'designing for'.¹

A good co-design process asks people to 'walk in the shoes of each other' and to use these experiences as a basis for designing change.

Yarra Valley Water built the entire engagement program for the Price Submission from a co-design process, elevating the voices and contributions of people with lived experience in the design process. The co-design was important so that the project team could:

- ◇ ensure key players were on the same page
- ◇ build a shared and agreed understanding on the way forward
- ◇ decrease confusion and miscommunication
- ◇ ensure a smoother implementation of the engagement approach
- ◇ increase the clarity of purpose
- ◇ identify key skills in the project team, and
- ◇ develop a robust, effective strategic engagement plan that is fit-for-purpose.

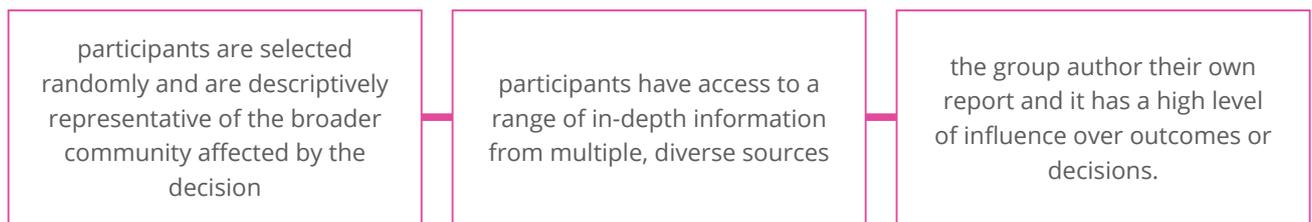


¹ Kelly Ann McKercher - 'Beyond Sticky Notes'

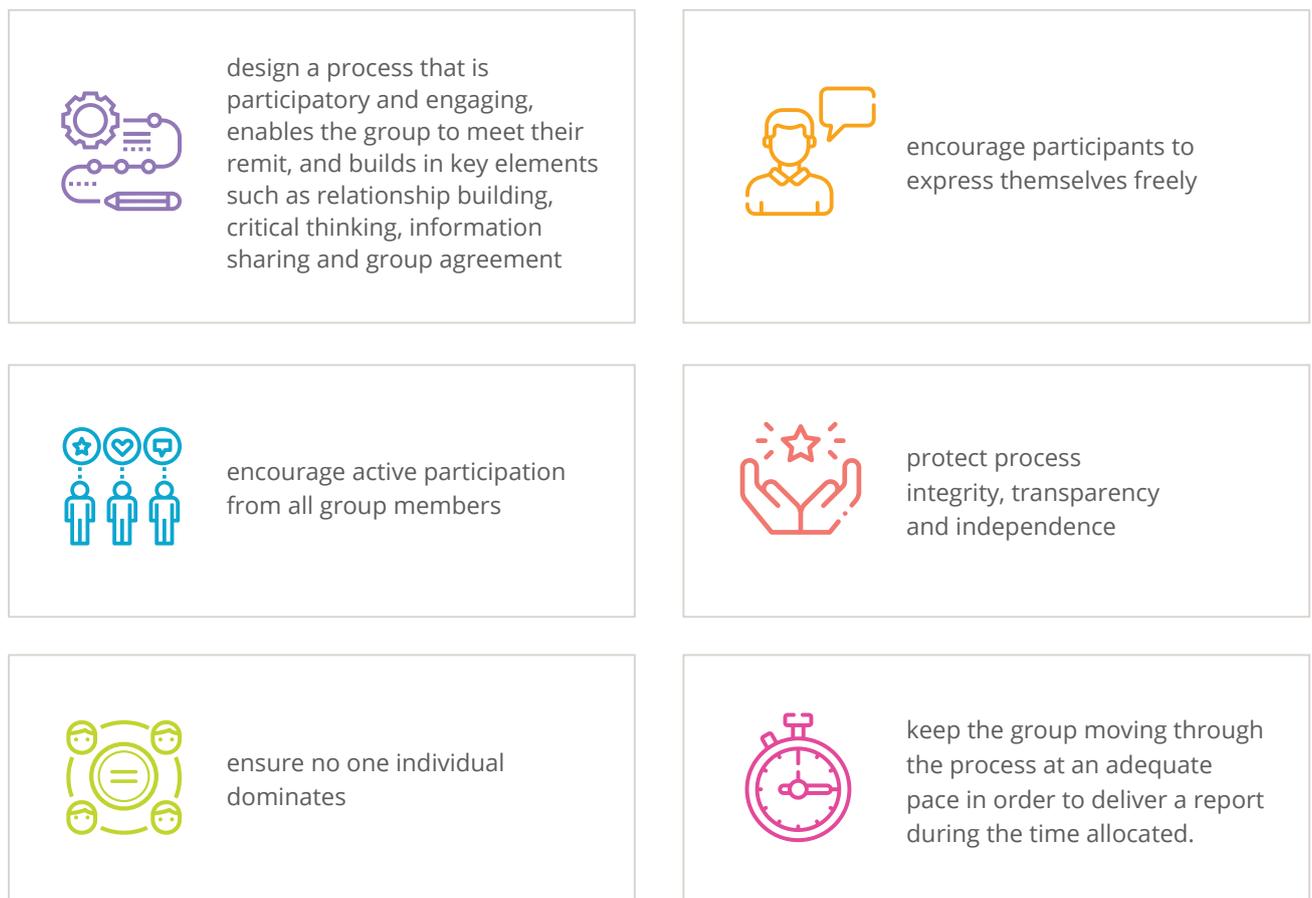
WHAT IS A CITIZEN'S JURY OR PANEL?

A citizens' jury or community panel is a name for a deliberative forum. 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:



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



YARRA VALLEY WATER PRICE SUBMISSION CITIZEN'S JURY

OVERVIEW

This deliberative engagement process saw 38 randomly selected participants from the Yarra Valley Water customer base come together to consider the question:

With the challenges of climate change and population growth in mind, the quality and reliability of water supply and sewerage services and critical needs.

Clear communication and transparency are essential to empower and inform users to access resources in a respectful, equitable and sustainable way.



How can water and the environment be protected and respected for and by present and future generations?

Due to COVID-19, the jury was facilitated entirely online via Zoom over the six sessions. This included two evening and four full Saturdays. The jury got to know one another, shared experiences and ideas, and worked collaboratively using information from selected speakers, wider engagement and background documents.

The jury focused on developing a set of recommendations for the price submission that addressed the remit and problem themes developed from the mini panel process. Each of the recommendations included:

- a title heading
- suggested changes to the service level and
- rationale/reasoning behind the recommendation.

The recommendations were worked on across three of the jury days and included multiple activities. All jury members had the opportunity to write and/or review and refine each recommendation. In the final decision making process on Day 5, 37 jury members agreed by supermajority that they would accept the 12 of the 16 recommendations. The Jury agreed to two recommendations unanimously and agreed to remove four recommendations from the final report.

One minority report was submitted by jury members encouraging Yarra Valley Water to prepare a plan for replacement and/or taking ownership of private mains and a comprehensive sewerage system as quickly as economically feasible.

The process involved:



18 participants carried forward from the previously mini panels who were joined by a **randomly selected** group of 22 participants that descriptively matched the Yarra Valley Water customer base



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



access to a broad range of **information** from a variety of sources relevant to the remit



conversations and Q&A with Yarra Valley Water and jury identified **key speakers** (see information inputs section)



an **online portal** that provided a central place for participants to access relevant information inputs as well as a discussion forum



38 hours of discussion and deliberations across six jury sessions (one evening session for the Meet and Greet, four full days and one half day)



support from facilitators experienced in delivering deliberative processes



group agreement, where a super majority (80% or more jury support (live with it or better) was needed for a recommendation to be included in the final report



the development of **12 final recommendations**.

ROLES

Several groups were involved in this project, as outlined in the table below.

Jury members	<i>Randomly selected community members</i>	<p>To work together to respond to a remit and key problems identified by the mini panels and provide recommendations on the Yarra Valley Water sewerage and water for 2023-28 Price Submission.</p>
Yarra Valley Water	<i>Host</i>	<p>To support the process, provide expertise and knowledge as requested by the jury, observe the process, answer specific questions directed to them, and respond to the jury's final report.</p>
MosaicLab facilitators	<i>Independent facilitators</i>	<p>To provide a supportive, inclusive and productive space that enabled jury members to deliberate, respond to their remit and make recommendations within the time available.</p> <p>To provide support to as needed to ensure jury members could participate in sessions.</p>
Sortition Foundation	<i>Independent recruiters</i>	<p>To manage the recruitment process (including random selection and stratification) and it ensure it was fair and unbiased.</p>
Expert speakers	<i>Content experts</i>	<p>To provide expert knowledge into the process and answer questions from the jury members.</p>
Observers	<i>Aboriginal Community Working Group</i>	<p>To provide knowledge and ideas to the jury on First Nations interests in water and waterways.</p>
	<i>Stakeholders and representatives of the host organisation</i>	<p>To observe the jury deliberations, increase transparency of the process and follow the observer 'code of conduct'.</p>

RECRUITMENT

Sortition Foundation managed the recruitment process for the citizens jury via a random, stratified selection process. This ensured the selection of jury members was conducted independently of Yarra Valley Water and the facilitation team.

An expressions of interest (EOI) period was conducted in August - October 2021 and respondents were asked to nominate their interest in the mini panels and the citizen's jury.

16,500 randomly selected households and businesses received a letter inviting them to express their interest. Everyone aged 16 years or over living or working at an address that received an invitation was invited to register interest, except for:

- current Water Authority staff
- current Yarra Valley Water board members

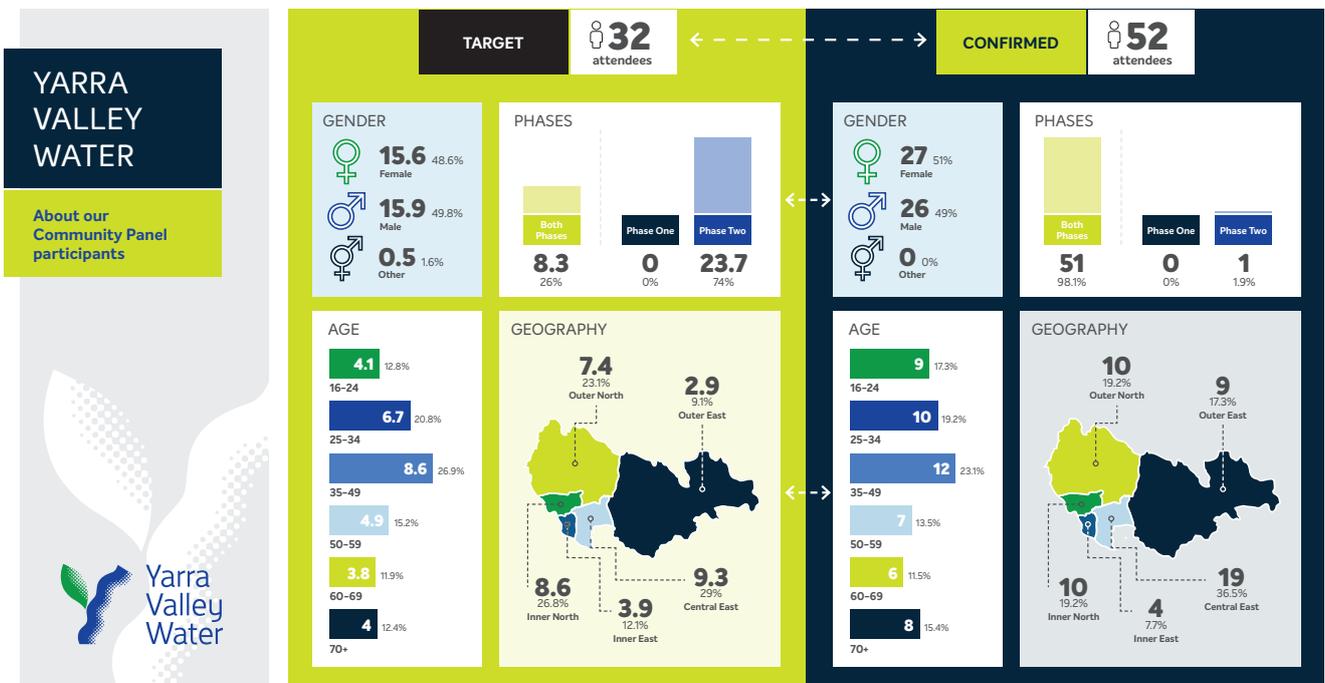
Sortition Foundation first recruited for the 6 mini panels and then in January 2022 recruited for the citizen's jury. They managed all registrations - neither Yarra Valley Water nor the facilitation team could see who was on the registration list.

The recruitment goal to carry over participants from each of the mini panels was realised with 18 members going through to the final jury. They were joined by 32 randomly selected jury members from the previous 710 expressions of interest that were received.

People who registered their interest were placed in a pool, which was randomly stratified by Sortition Foundation to select the final jury. Stratified selection against stratification goals helps to ensure the final jury selected would descriptively represent the demographics of the overall service area population (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 and gender. 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.

Stratification goals were based on demographic statistics for people aged 18 years and over in the municipality, using the Australian Bureau of Statistics (ABS) Census data.

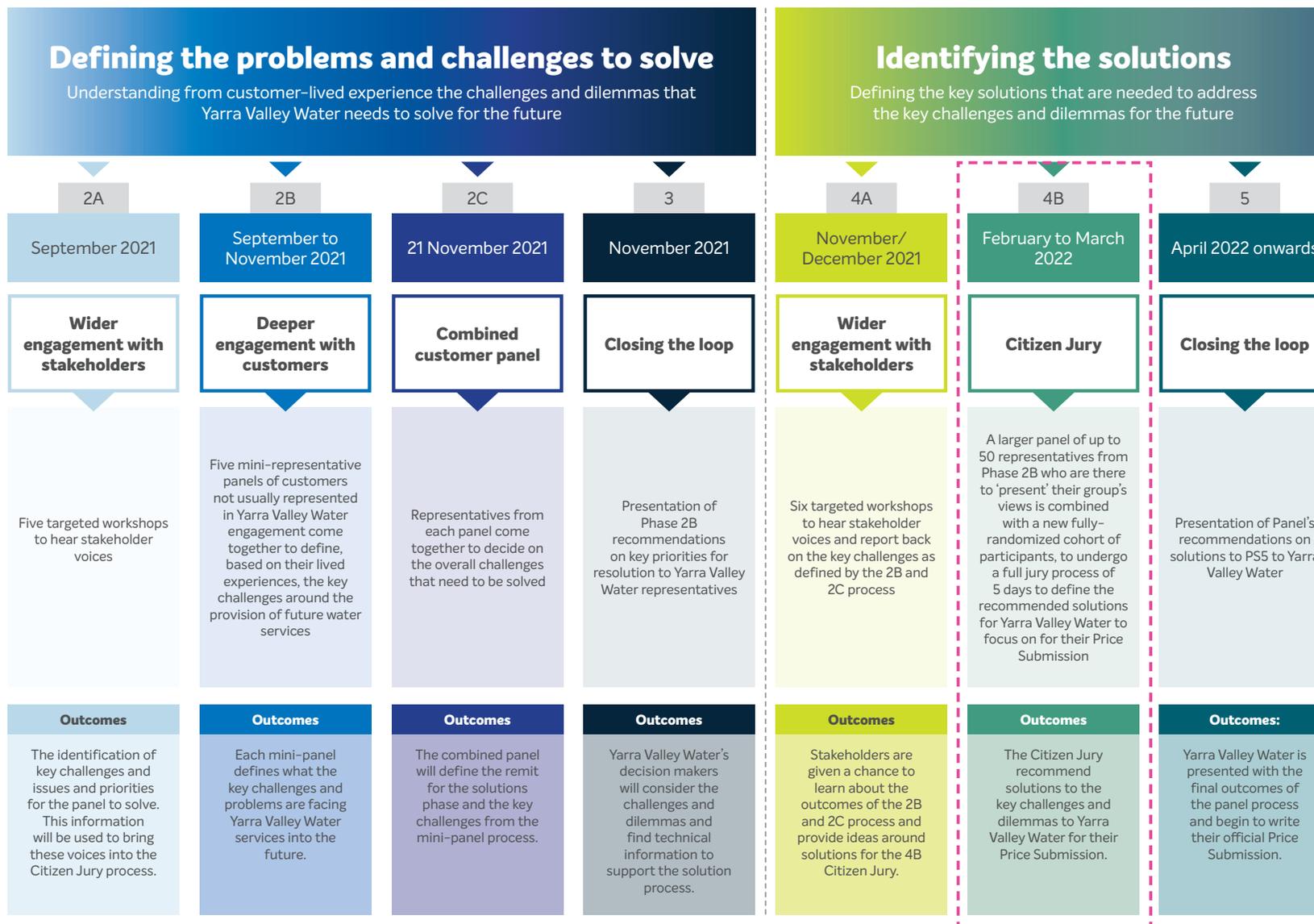
50 people were initially recruited by Sortition Foundation to. It is normal to over-recruit for a deliberation jury, as it is usual for numbers to reduce during the process for a range of reasons. Several of the 50 people selected were unable to commit to the process or dates as planned as their circumstances had changed since registering their interest, hence why the active jury members remained at 38 people throughout the remaining sessions of the jury.



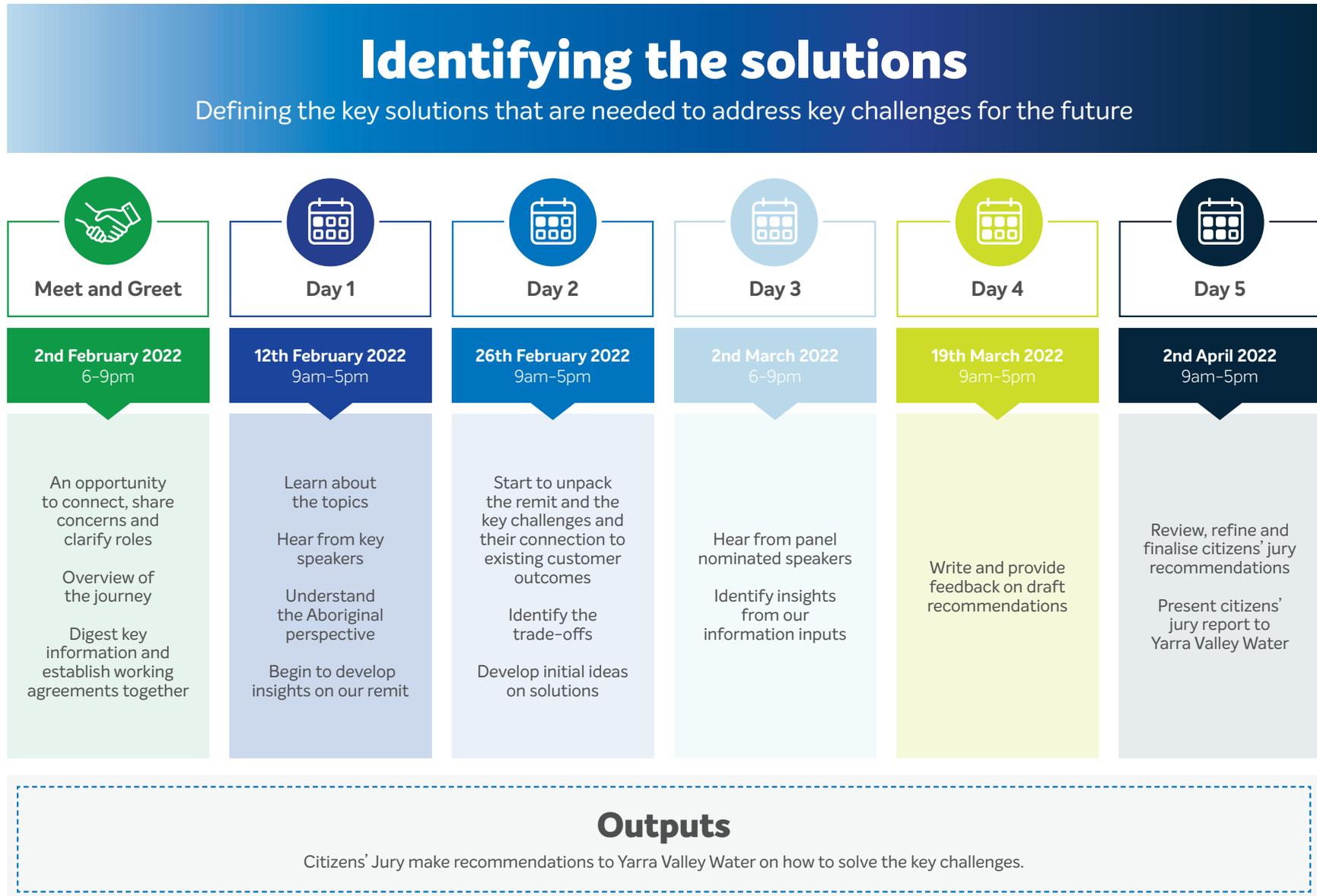
Infographic of the Yarra Valley Water Price Submission Jury

THE ROADMAP (PROCESS OVERVIEW)

The roadmap below provides an overview of the *Yarra Valley Water Price Submission Process* complete engagement process and illustrates where the jury fits into the whole process.



The roadmap below provides an overview of the six sessions held with the Yarra Valley Water Price Submission Jury:



DETAILED PROCESS TIMELINE



MEET AND GREET

Wednesday 2 February 2021, 6pm-9pm (38 participants)

Yarra Valley Water and MosaicLab

- Formal welcome and introduction from Sue O'Connor, Yarra Valley Water Board Chair
- Learning about how the jury will operate (make decisions)
- Introduction to the context of this project and challenges for the jury to consider when looking at water and sewerage services - Pat McCafferty, Managing Director, Yarra Valley Water
- Overview of information inputs (inc. jury handbook, jury information pack and microsite)
- Understanding how to access the jury's online portal
- Opportunity to become acquainted with fellow jury members
- Opportunity to ask questions of Yarra Valley Water
- Setting agreements about how the jury work together.

Between sessions online task:

Jury members were asked to register on the online portal, say hello and introduce themselves.

Read Q&A responses provided by Yarra Valley Water and the jury information report and microsite.



JURY Day 1

Saturday 12 February 2022, 9am-5pm (38 participants)

Yarra Valley Water and MosaicLab

- Learning about critical thinking
- Overview on Price Submission
- Delving into the microsite and jury information report
- Hearing from and questions for Yarra Valley Water
- Mullum Mullum Gathering Elders Circle with Aunty Daphne and Aunty Janet
- Speed dialogue with eight guest speakers
- Jury identifies their information gaps and ways to fill the gaps.

Between sessions online task:

Jury members to continue to review the microsite and jury information pack and identify insights that are standing out for them.

Read Q&A responses provided by Yarra Valley Water.





JURY Day 2

Saturday 26 February 2022 , 9am-5pm (37 participants)

Yarra Valley Water and MosaicLab

- Continuing to create connections and understanding of the task through discussions on the remit and definitions
- Jury led conversations on the topics and issues that are standing out to them
- Information, discussions and current level of support on the Yarra Valley Water's current set of customer outcomes
- Sharing of the bill ready reckoner and identifying the tension points when considering future service levels for Yarra Valley Water.

Between sessions online task: Continue to read background information and share insights on the online portal.



JURY Day 3

Wednesday 2 March 2022, 6pm-9pm (36 participants)

Yarra Valley Water and MosaicLab

- The jury continued to build their knowledge base and hear from their nominated guest speakers in a Speed Dialogue
- Brainstorm of initial ideas to share with the Aboriginal Community Working Group.

Between sessions online task: Review the initial panel ideas. The jury's initial ideas for the price submission were shared with the Aboriginal Community Working Group on Tuesday 15 March. The feedback from the working group was shared with the jury prior to Day 3.



JURY Day 4

Saturday 19 March, 9am-5pm (36 participants)

Yarra Valley Water and MosaicLab

- Share and discuss the feedback from the Aboriginal Community Working Group
- Review of the initial ideas to identify things the panel may wish to change
- Deep dive into writing the first set of recommendations
- Reflection on the critical thinking questions developed by the jury to assist in reviewing and providing feedback on the first draft of recommendations
- Refining the recommendations.

Between sessions online task:

To complete the level of comfort survey on the Day 4 jury recommendations. The jury's draft recommendations for the price submission were shared with Yarra Valley Water and the Aboriginal Community Working Group. The feedback from the working group and the host was shared with the jury prior to Day 5.





JURY Day 5

Saturday 2 April, 9am-5pm, (37 participants)

Yarra Valley Water and MosaicLab

- The jury members received formal feedback from Janet Wade and Brett Mathieson (Yarra Valley Water) on the jury's work so far
- In small groups jury members worked with their feedback from the level of comfort survey and from Yarra Valley Water and the Aboriginal Community Working Group to further review and refine the recommendations
- Yarra Valley Water staff were available to support the jury to understand on the impact of their recommendation on the customer bill as they reviewed and refined their recommendations
- The jury made their final decision on their recommendations
- The jury finished their report and presented it to Yarra Valley Water
- Final reflections and closing circle.

INFORMATION INPUTS

The jury considered a wide variety of information inputs from a variety of different sources. A summary of some of these

KEY INPUT	DESCRIPTION
Q&As with Yarra Valley Water representatives	Yarra Valley Water representatives spoke to the jury about their remit, the process and the core issues being considered. The jury could also request that a Yarra Valley Water member answer questions during or between jury sessions if needed.
Presentations	<p>Presentations were made to the jury by the following Yarra Valley Staff:</p> <p>Pat McCafferty <i>Managing Director of Yarra Valley Water</i></p> <p>Brett Mathieson <i>Manager, Regulation, Performance and Planning</i></p> <p>Janet Wade <i>Business Planning & Innovation Manager</i></p> <p>Andrew Radison (available fact checker and number cruncher) <i>Manager Forecasting and Pricing, YVW</i></p>
Loomio Online Portal	Jury members were able to access an online portal hosted by Loomio in between sessions to stay in touch with one another, access information, and ask questions.
Jury Handbook and Information Pack	<p>A handbook was prepared by Yarra Valley Water with information about the jury task and logistics.</p> <p>A microsite and information pack were also prepared to provide background information on the current services and offerings of Yarra Valley Water and what they see as the current challenges. The mini panels problem areas also formed part of the background information pack.</p>
Bill ready reckoner	The bill ready reckoner was designed to help jury members understand, a range of revenue requirements and impact on an average bill of different customer types for Yarra Valley Water.
Participant Packs	<p>Ahead of the jury, participants received an online pack containing:</p> <ul style="list-style-type: none"> • Zoom cheat sheet • Guide to working online <p>They were also provided an opportunity to participate in a tech support session before the Meet and Greet.</p>

SPEAKERS

Across the 6 sessions there were three opportunities for speakers to come along and discuss their ideas with the jury members.

This included:

DAY 1 – ELDERS CIRCLE CONVERSATION

Conversation with Auntie Daphne Milward and Auntie Janet Turpie-Johnstone

Elders of the Mullum Mullum Community.

The Yarra Valley Board member, Karen Milward, facilitated this conversation alongside MosaicLab.

DAY 1 – EXPERT SPEAKERS

ROLE/PERSPECTIVE	SPEAKER NAME
Consumer and community advocate	Gavin Duffy , Policy and Research Manager, St Vincent DePaul
Environmental advocate	Lee Miezis , CEO, Environment Protection Agency
Business customers	Dylan Broomfield , General Manager of Policy & Advocacy, Victorian Chamber of Commerce and Industry
Development Industry	Andrew Jones , State Development Manager, Satterley Property Group Maryanne Tully , Development Planning Manager, Yarra Valley Water
Water and Sewerage Wholesaler	Gavan O'Neill , General Manager Customer and Strategy, Melbourne Water
Australian Water Industry	Adam Lovell , Executive Director, Water Services Association Australia
Sustainable water solutions	Professor Tony Wong , Cooperative Research Centre for Water Sensitive Cities, Monash University
Economic regulation / consumer interests	Dr Ron Ben David , Principal, Solrose Consulting (former Chair, Essential Services Commission)

DAY 2 – JURY NOMINATED SPEAKERS

TOPIC	SPEAKER A	SPEAKER B
Stormwater and recycled water	Abby Farmer Senior Manager Metropolitan Integrated Water Management, DELWP	Kristen Knight Divisional Manager Operations YVW
IT and accessibility	Glenn Wilson General Manager Service Futures, YVW	Tiffany White General Manager Strategy & Community, YVW
Water conservation / security	Deb Brown Exec Director, Catchments, Waterways Cities and Towns.	Andrew Radion Manager Forecasting and Pricing, YVW
Climate Change and impacts on planning	Geoff Steendam Manager Hydrology and Climate Science, DELWP	Bridie Fennessy General Manager Distribution Services YVW

WHAT THE JURY ACHIEVED

Jury members started to get to know each other in the first session known as the 'meet and greet session', and in the following sessions the jury shared experiences and ideas and worked collaboratively using information from the jury information pack and speakers.

Based on the remit "With the challenges of climate change and population growth in mind, the quality and reliability of water supply and sewerage services are critical needs. Clear communication and transparency are essential to empower and inform users to access resources in a respectful, equitable and sustainable way. **How can water and the environment be protected and respected for and by present and future generations?" the jury delivered:**

- 12 recommendations
- each recommendation received 80% or above approval from the jury
- 1 minority report that outlined some further commentary that select members of the jury felt should be noted for Yarra Valley Water.

Yarra Valley Water has promised to use the citizen jury's recommendations to the greatest extent possible when preparing their Price Submission 2023-2028 (according to the collaborate level of engagement in the International Association of Public Participation engagement spectrum).

RECOMMENDATIONS

The following 12 recommendations were written and decided by the Yarra Valley Water Price Submission Jury:

1. Embed caring for country in all decision making processes
2. Continue providing high quality water whilst focussing on price minimisation
3. Accelerate implementation of digital meters and technologies to assist customers to monitor and control their water usage/spend
4. To utilise the existing technology team, either internal or external, to innovate and facilitate future efficiencies at YVW
5. Give customers the ability to select the tariff system that meets their needs
6. Improve access to information for all customers
7. Adopt proactive Climate Change initiatives
8. Strengthen partnerships with community to help people understand the consequences of excessive use of water
9. Prioritise infrastructure investment based on sustainable environment outcomes
10. Partner with others to optimise future infrastructure
11. Access, where practical, to sewage and water services for all customers
12. Active support for the use of rainwater, treated storm water and recycled water

[To read the panel's final report go to the Yarra Valley Water website](#)

JURY MEMBER FEEDBACK

Jury members were invited to complete a survey at two points in the process:

- After the meet and greet session, 34 of the participants responded to the survey
- After jury completion, 26 of the participants responded to the survey.

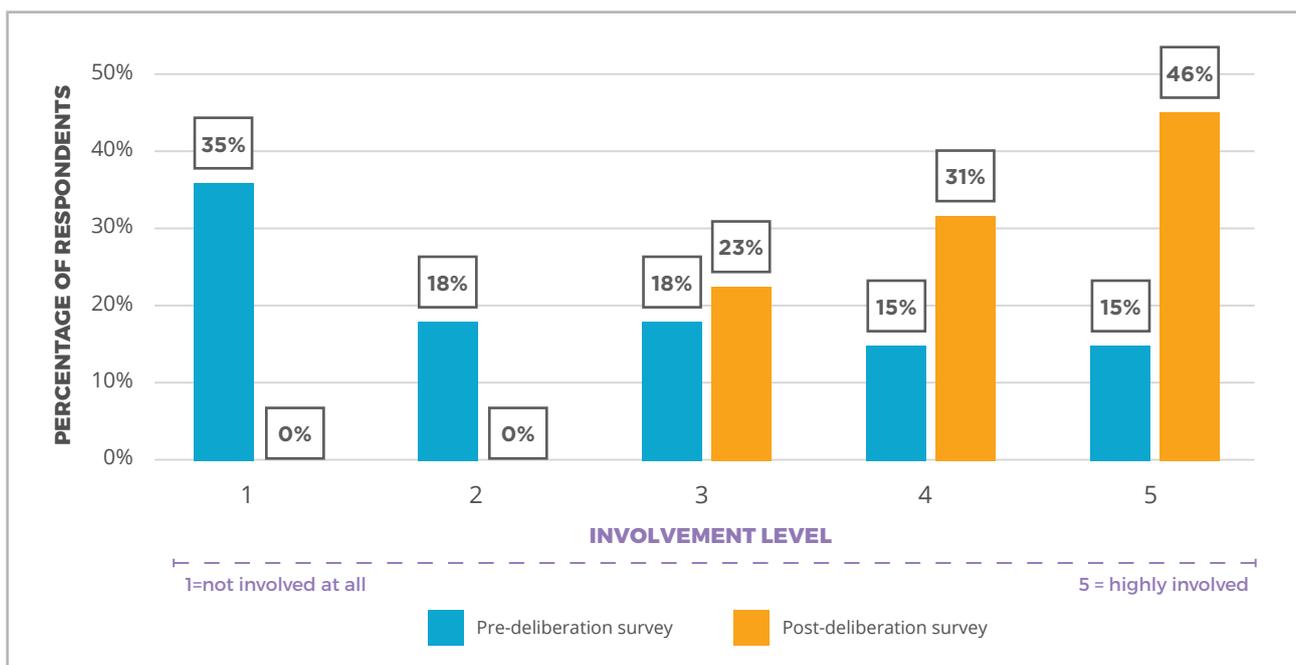
Feedback received has been summarised in the sections below.

INVOLVEMENT IN CIVIC AFFAIRS

The jury members that responded said they were much more likely to participate in civic activities (i.e. get involved in government decisions that affect them) after being involved in the jury process.

At the beginning of the process, 35% of the group either were *not involved* in civic activities in the past or had had *very little involvement* and 30% said they had been *involved or very involved* in the past. By the end of the process, 77% said they thought they would be *involved or highly involved* in government decisions that affected them in future. This is a **47-percentage point increase** or a **156% growth** in the level of future involvement.

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



CONFIDENCE

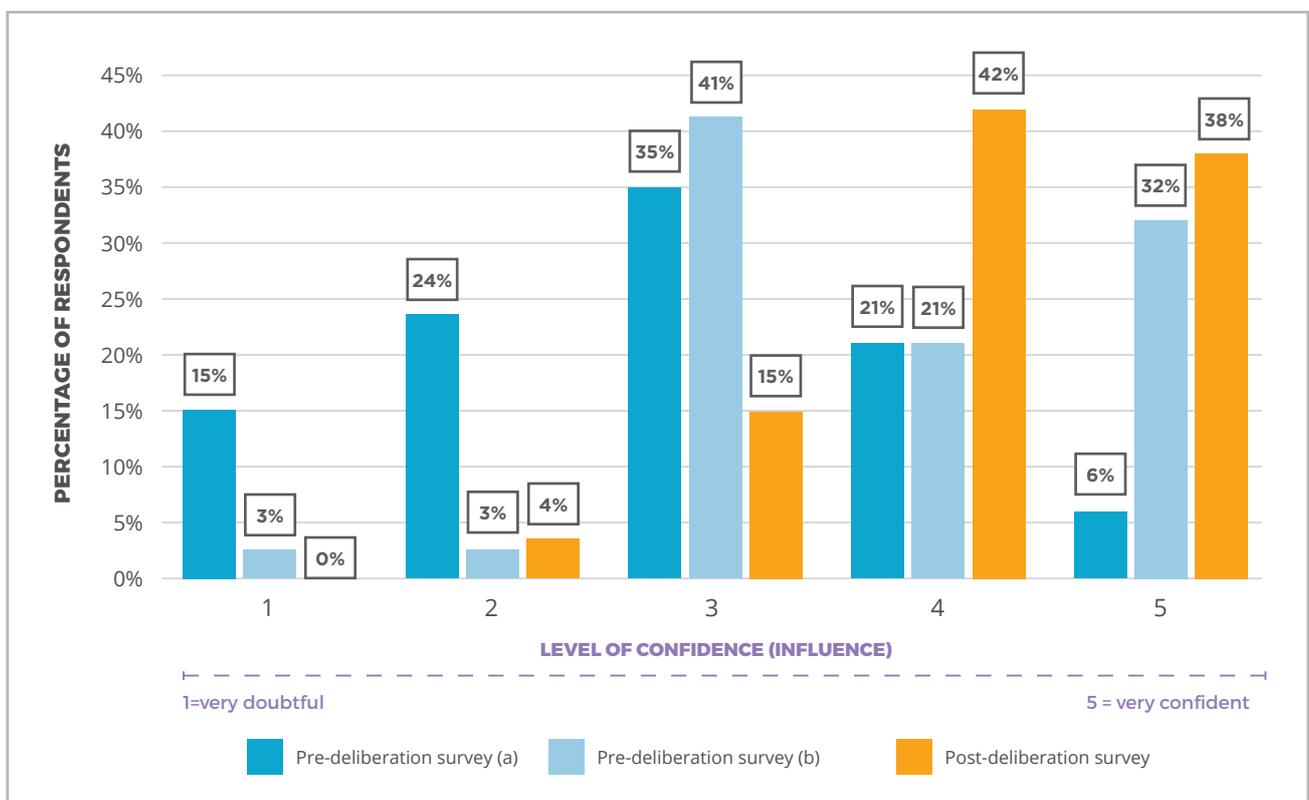
Two questions were asked to understand the level of confidence the jury members had in influencing decision making.

Question one - (pre-deliberation only) -The jury members were asked in general how confident they were of community input influencing decisions. At the start of the process, 39% said they were *very doubtful* and *doubtful* at how confident they have been that the community can influence decisions and 27% said they were *confident* or *very confident*.

PRE-DELIBERATION QUESTION	In the past, how confident have you been that community input will influence governments'/authorities' decisions?
SCALE/MEASURE	1=very doubtful at all and 5=very confident

Question two - The jury members were then asked their level of confidence in Yarra Valley Water implementing the work of the panel. In the pre-panel survey, 53% responded *very confident* and *confident*, and 3% were *very doubtful*. After the panel, 80% of panellists were very confident or confident that the work of the panel will be implemented and 0% were *very doubtful*. This is a **27-percentage point increase** or a **51% growth** in the level of confidence about implementation of their recommendations from this project, and a **53-percentage point increase** in their general levels of confidence about community influence or a **196% growth**.

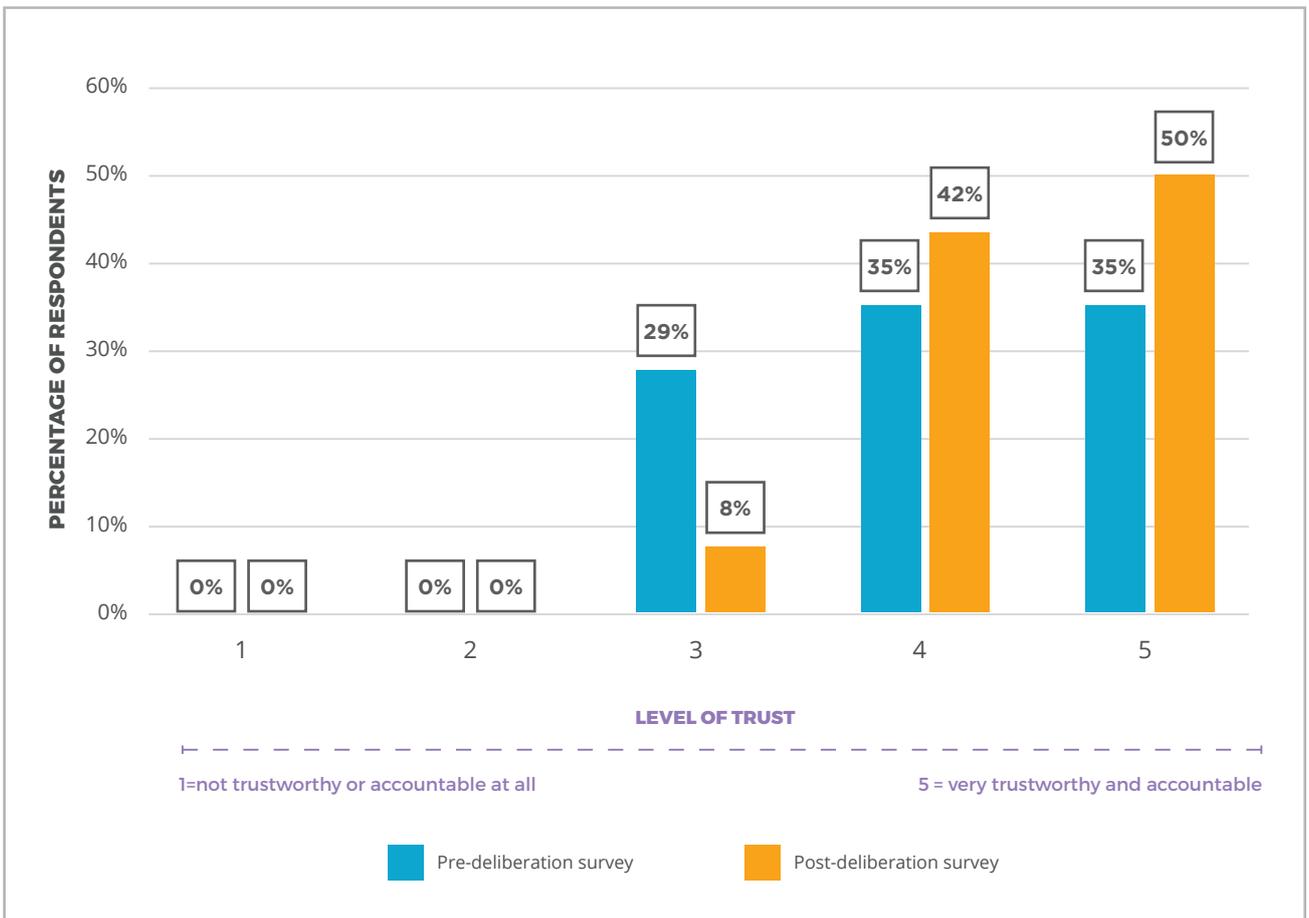
PRE-DELIBERATION QUESTION	How confident are you that your recommendations on this current issue will be implemented by Yarra Valley Water?
POST-DELIBERATION QUESTION	Now that you have been through the process, how confident are you that your recommendations will be implemented by Yarra Valley Water?
SCALE/MEASURE	1=very doubtful at all and 5=very confident



TRUST

Overall, the jury’s level of trust in Yarra Valley Water improved by the end of the deliberative process. 92% of jury members felt that Yarra Valley Water was *very trustworthy and accountable* or *trustworthy and accountable* by the completion of the process, compared with 70% at the commencement of deliberations. This is a **22-percentage point increase** or **31% growth** in the level of trust of Yarra Valley Water.

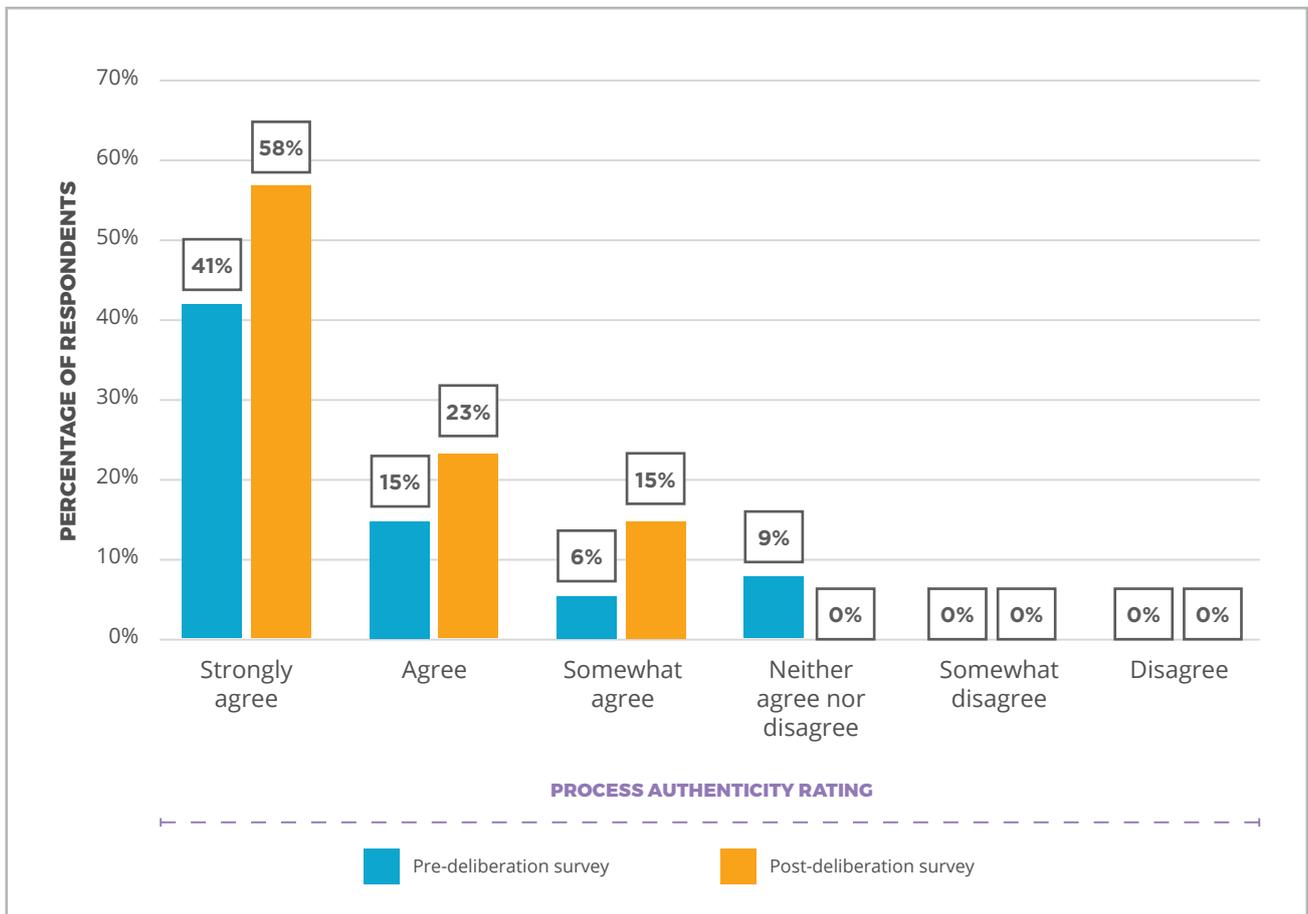
PRE-DELIBERATION QUESTION	In your view, how accountable or trustworthy do you think Yarra Valley Water is?
POST-DELIBERATION QUESTION	How accountable or trustworthy do you think Yarra Valley Water is now that you have been through this experience?
SCALE/MEASURE	1=not trustworthy or accountable at all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



COLLABORATION & OVERALL PROCESS AUTHENTICITY

Before deliberations commenced, jury members were asked to indicate how collaborative, genuine and worthwhile they thought Yarra Valley Water has been in the past with their community engagement activities. 62% felt that Yarra Valley Water had been '*collaborative, genuine and worthwhile*' or '*very collaborative, genuine and worthwhile*' in the past. 92% of panellists felt that this process was '*collaborative, genuine and worthwhile*' or '*very collaborative, genuine and worthwhile*' by the end of the panel sessions. This is a **30-percentage point increase** or a **48% growth** in the perception of collaboration.

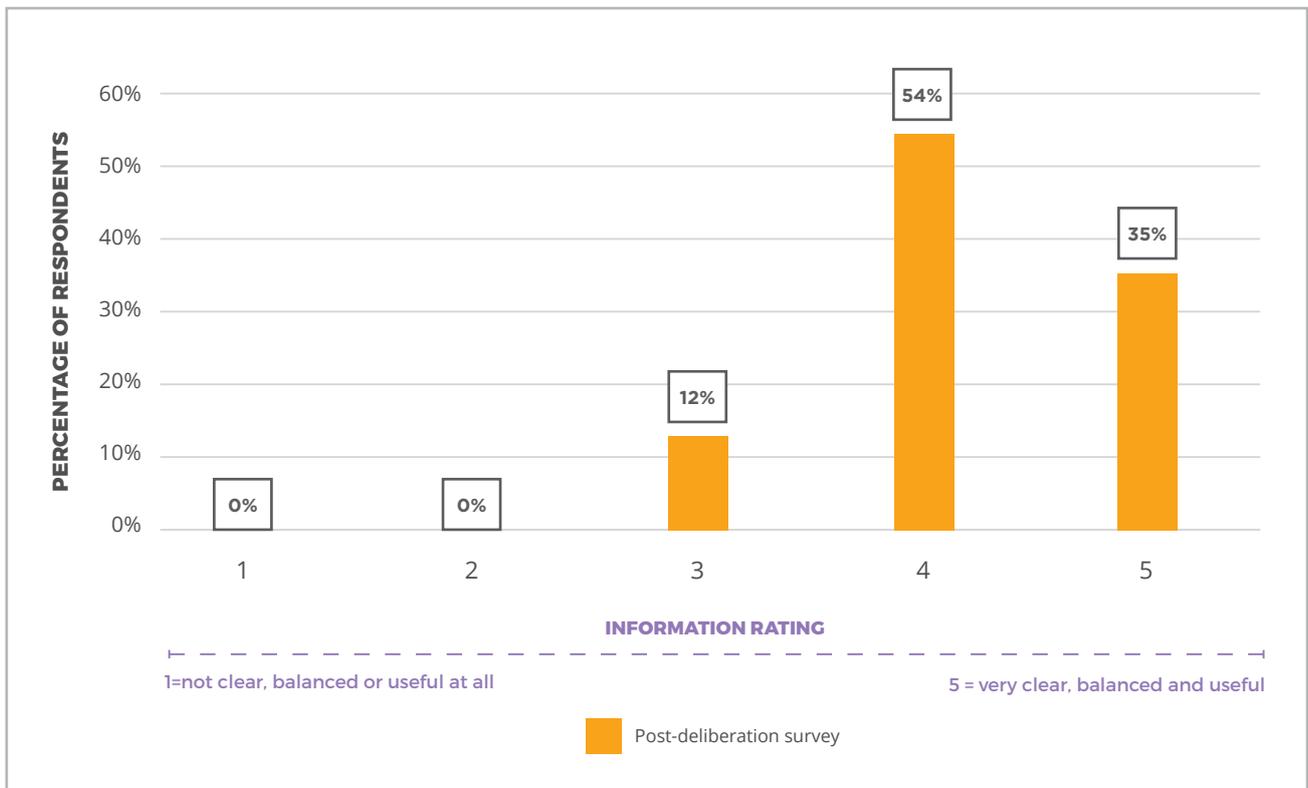
PRE-DELIBERATION QUESTION	How collaborative, genuine and worthwhile do you think Yarra Valley Water community engagement activities have been in the past?
POST-DELIBERATION QUESTION	How collaborative, genuine and worthwhile do you think Yarra Valley Water engagement activities have been through this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



CLEAR USEFUL AND BALANCED INFORMATION

Throughout the deliberations, jury members raised their level of knowledge of Yarra Valley Water and the services that they provide to their customers. It is important to hear post the jury process how this information helped them with their task. 89% of panellists felt that the information was *'very clear, useful and balanced'* or *'clear, useful and balanced'*. This question was only asked at the end of the process and hence there is no comparison.

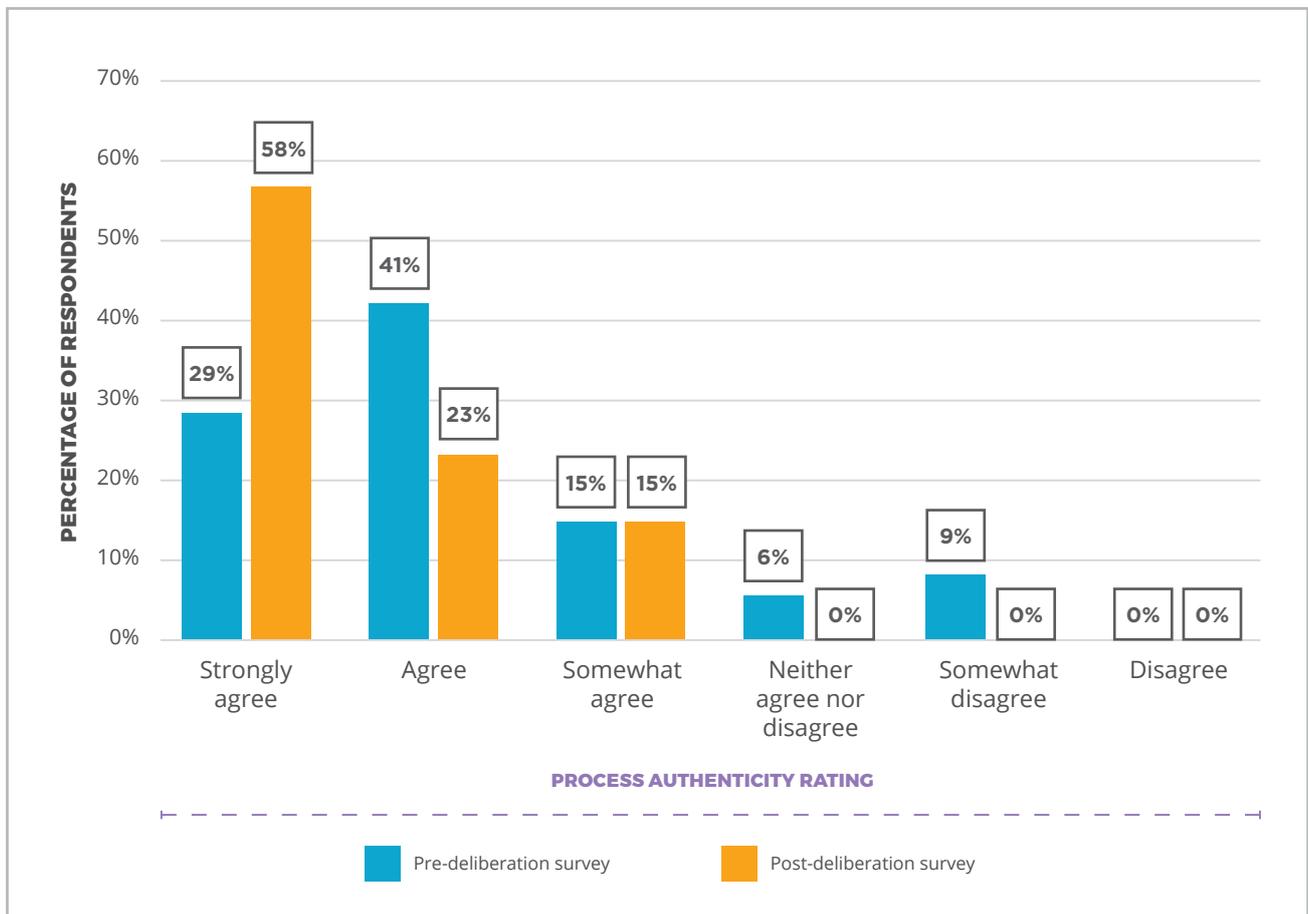
POST-DELIBERATION QUESTION	How clear, useful and balanced was the information provided to you during this process? (i.e. to what extent was it helpful in supporting you to respond to your remit).
SCALE/MEASURE	1=not clear, useful or balanced and 5=very clear, useful and balanced



UNDERSTANDING OF WATER AND HOW IT IS USED

Jury members raised their level of understanding of water and how it is used by Yarra Valley Water. At the start of this process, 70% of the jury *“strongly agreed”* or *“agreed”* that they have a good understanding of water and how it is used. At the completion of the deliberation this increased to 81% of jury members strongly agreeing or agreeing to a good understanding and use of water. This is an **11-percentage point increase** or a growth of **16% growth** in the level of understanding.

PRE-DELIBERATION QUESTION	I have a good understanding of where water comes from and how it is used
POST-DELIBERATION QUESTION	After this experience, I have a good understanding of where water comes from and how it is used.
SCALE/MEASURE	1=Strongly disagree 5=Strongly agree



UNDERSTANDING THE EXPERIENCE

Two questions were asked at the completion of the Yarra Valley Water Price Submission Jury to better understand the overall experience of the process. Both questions were asked in the post deliberation survey. Each bubble is the feedback provided by a participant.

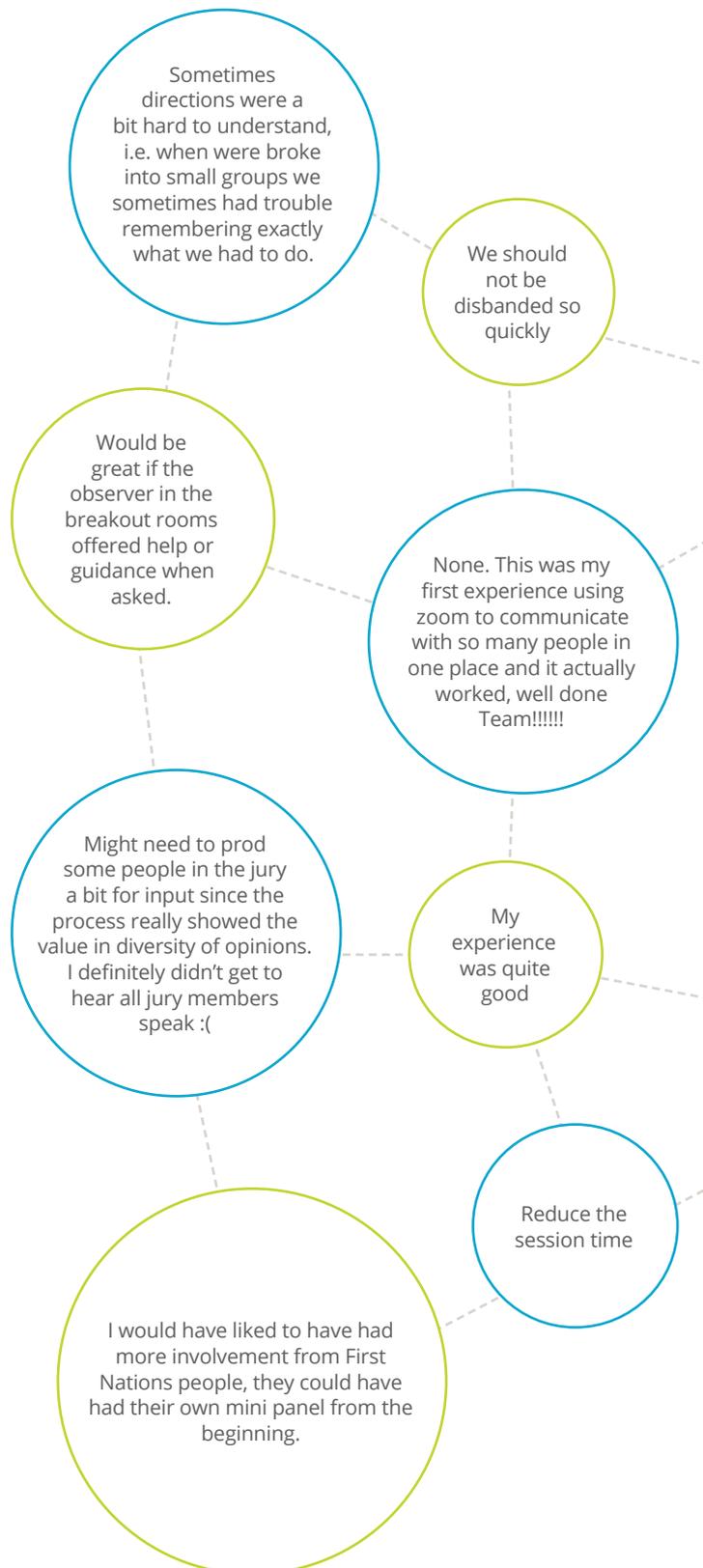
Question 1- What helped you in your time on the Jury that we should continue to do?

Each bubble is the feedback provided by a participant.



Question 2- If something didn't work during your time on the Jury, what should we do differently?

Each bubble is the feedback provided by a participant.



1. Zoom meetings are not good compared to face-face.
2. More ability to have 'breakout discussions' with small groups of people WE choose (like a small discussion group might form in a real situation during a tea break, lunch etc).
3. Much more encouragement to engage in out of session debate ... in offline forums or face-face. And more opportunity to get answers & clarifications to questions. Often there was, understandably insufficient time during sessions for deeper questioning, so there needs to be opportunity to post questions 'on the noticeboard' after sessions for Yarra Valley Water to deliver responses to.
4. I do not like one bit .the 'voting' process in day 5. Suddenly it was 'inverted' (possibly confusing to some), effectively turning it into almost a 'first past the post' scheme. If there were insufficient 'Noes' it was considered to be agreed to and with implied 'strong or unanimous' support. The voting should be the other way round and the number of members at each support level reported. Yarra Valley Water should be able see if a recommendation had very strong or 'just over the line' support. That is missing.
5. There needs to be a 'ranking' of recommendations.... clearly some are of higher priority than others, and there needs to be guidance to Yarra Valley Water as to which of A & B are preferred if it impossible to implement both. This is absent in the current recommendations / report, or if they are taken in a priority 1. last, that was never considered or agreed to by the panel.
6. I am still left with the feeling that deliberations were at times 'steered'. (By the facilitators?). There were a number of topics / matters that initially of significant / major concern, but they somehow seemed to get pushed aside or swept off the table. How / why this happened, I can't identify.
7. When distributing documents electronically, please ensure that they will print legibly on a mono printer (e.g. laser) set to use grayscale. I.e.. ensure text prints sufficiently contrasted to any background shading. 8. Real life instead of online collaboration if Covid no longer a risk.

NEXT STEPS

The jury's recommendations have been handed over to Sue O'Connor, Chair of the Board and to Pat McCafferty, Managing Director of Yarra Valley Water.

A number of jury representatives have volunteered to attend the Yarra Valley Water Board meeting on the 6 May to present their final recommendations and to answer questions on the process and outcomes.

A Close the Loop event has been planned for the evening on 19 May where the jury has been invited to come together at the Yarra Valley Water office in Mitcham to hear how their recommendations will be implemented into the 2023-28 Price Submission.

Yarra Valley Water has also requested an additional 1.5 days with approximately 30 participants from the mini panels and the jury to test the proposed customer outcomes and to discuss the Guaranteed Service Levels and how they should be measured. This is scheduled for the 19 and 28 May.



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