

The day 1 story

Purpose

At the start of the day, the purpose of the Conference was clarified:

Innovation in Community Engagement is an **exploration**.

We will explore together ways to enable all citizens to have an equal opportunity to truly deliberate on issues of importance, and for those deliberations to truly influence decisions.

Design considerations:

When we consider deliberative techniques, we face choices about:

- Who will attend?
- How long, and over what period of time, will we spend deliberating?
- How will those deliberating come to decisions?
- Who will sponsor and fund the deliberations?
- What information will be selected?
- What options will be chosen to influence decision makers?

The purpose is not to choose one technique, but to explore what is available and what could be.

We will be:

- Broadening our understanding of community engagement issues and innovative techniques to engage
- Providing opportunities to share views, jointly problem-solve, and learn from one another and from experts
- Seeking common themes about our direction forward
- Prioritising potential ways of getting there

Welcome

Noel Nannup gave us a Noongar 'Welcome to Country' that included presentation of gifts to the Conference experts. He provided us with this quote:

*We must guard our thoughts for they become our word
We must guard our words for they become our actions
We must guard our actions for they become our character
And we must guard our character as it determines who we are and creates our destiny*



The Premier, Hon Dr Geoff Gallop, MLA addressed the Conference highlighting:

- One of the enduring challenges faced by any government is encouraging citizens to participate in public affairs – to become active citizens. However, in a climate of distrust achieving this becomes increasingly difficult.
- Our challenge is to reverse the cycle of cynicism and distrust.
- We can achieve this by helping the community to increase their capacity and will, to successfully engage, to move from a winner and loser mentality to common ground and consensus; and to include not only majority views but the voices of all citizens including minority groups. Government needs to genuinely listen and embrace the outcomes of such deliberations.

Key Personal Interests

Participants' key personal interests in community engagement were:

- *To learn of techniques for effective community engagement "outside the standard way"*
- *Planning for the people by the people to optimise sustainable communities; "strengthening democracy"*
- *To understand the "other" views; ensuring the "minority voices" are heard*
- *Building skills; apply the new consultative processes to my workplace*
- *Educating communities to actively participate to reach real outcomes*
- *Community engagement with local government, environmental issues, private/public arenas*
- *The challenge of engaging the "non engagers" and*
- *Engagement needed in policy stage rather than in retrospective conflict stage*

Expert Panel 1 - Community engagement experiences world wide

The expert panel highlighted broad community engagement issues:

Hon Alannah MacTiernan MLA, Minister for Planning and Infrastructure, Western Australia

- We need to "retool" democracy, establishing systems for community involvement and reversing the climate of distrust and the media sensationalism that feeds it.
- For the last 4 ½ years, Planning and Infrastructure has pioneered deliberative democracy with a number of successful community engagement innovations.

Dr Lyn Carson

- We are starting to implement "deliberative inclusive processes" (DIPs) that are representative of diverse constituencies, deeply deliberative and influential.
- We are completing an inventory of such processes used in Australia since 1993. Of hundreds of good consultation processes, only about 50 will qualify as DIPs.



Dr John Gastil

- We need to institutionalise deliberation as integral to democracy, as a sacred right, and - as jury research reveals – as a deeply meaningful experience of citizenship.
- Models for legally recognised institutional deliberation range from the humble judicial jury to Citizens' Assemblies confronting significant social issues in great depth.

Ms Mary Pat MacKinnon

- Citizen engagement is growing in Canada. Since 2000 Canadian Policy Research Networks engaged over 2000 randomly selected citizens in deliberations.
- British Columbia Citizens' Assembly on electoral reform – Canada's most ambitious and successful citizen engagement – has ignited interest in the role of citizens.

Dr Ned Crosby

- Citizens' Juries, bringing together reason and love by helping citizens deliberate on significant public issues, can support partnerships between officials and citizens.
- It is possible to create an expanded Citizens' Assembly that gives more power to participants and uses diverse new democratic processes.

Mr Jim Rough

- Dynamic Facilitation can support a "choice creating" process in which people meet difficult challenges creatively with each other, and come to unanimous conclusions.
- Wisdom Councils use Dynamic Facilitation to help a random sample of a community's citizens creatively explore important issues, invoking a whole "We the People" voice.

Mr Tom Atlee

- Collective intelligence is the capacity of a group, community, organisation or society to deal well with changing conditions in and around it. It has many forms.
- Collectively intelligent participatory processes tend to use diversity and commonality well, and to support collective perception, reflection, action and review.

Some of the initial questions raised by participants included:

- *How does the WA political system inhibit engagement (AMT)?*
- *What changes Alannah do you see can be made? (AMT)*
- *Ned Crosby - What do you mean by empowerment as it relates to community - energy to participate? resources to participate? Knowledge to participate?*
- *Random selection - how does it ensure the marginalised groups are heard?*
- *If you don't reach a consensus at the end of your community engagement deliberations the jury is split (no consensus) what does that mean for the process and the decision making?*
- *How we can overcome the me society and focus on community?*
- *Are there any innovative ways emerging in engaging the media without sacrificing their independence?*
- *What evidence is there that there is a cost of not doing community engagement?*
- *Is there a risk that consensus based outcomes will result in a "lowest common denominator" result rather than something more exciting & dynamic?*
- *We are asked to listen and engage but on what cultural foundations - whose norms are we using*
- *Are there instances where technology and terminology are too overwhelming and results in exclusion rather than inclusion?*
- *Do other Ministers in the WA government share Alannah MacTiernan's commitment to this process?*



Panel discussion highlights:

- *The existing adversarial political system is failing us*
- *Our recent political heritage is based on representative government, rather than deliberative democracy*
- *Politicians cannot claim a mandate on all issues and need to use community engagement to reaffirm their mandate*
- *More deliberative processes at all levels are needed, and these processes can result in individual transformation, a lasting social impact and they can become habit forming*
- *The power of collective intelligence is latent in the community, and just needs to be tapped*
- *When people have the time and opportunity to deliberate, their views invariably shift*
- *Deliberative processes have been shown to break down self interest and cynicism*
- *The process of trying to reach consensus can allow creative solutions to be developed*

Most important current issues and processes that should undergo Community Engagement

- **Environmental concerns:** eg. water, agriculture, urban planning, fisheries, resources, built-environment, heritage issues, greenhouse
- **Social issues/well being:** eg. obesity, single parent employment requirements, immigration and education
- Determination of **Government budget priorities** & allocation by community - including true cost accounting (triple bottom line)
- **Health systems:** e.g. examining prevention measures, governmental collaboration);
- **Modern ethical dilemmas:** eg. euthanasia, genetic modification, mental health, crime & punishment
- **Election term:** currently forces short term strategic thinking, and the adversarial rather than co-operative political system
- **Regional Economic Development**
- **Media** influence and responsibility
- **Ask the community** what they want to be engaged in and how; and
- **Working with diverse cultures:** particularly Indigenous cultures
- **Determining community values:** eg. sustainability

Creating spaces for people to deliberate

- *Create a safe environment to facilitate change where people are able to express views without fear.*
- *Allow time for discussion, learning and deliberation by removing distractions.*
- *Encourage people to share stories, experiences and scenarios to experience the values of others (e.g. 'developing empathy').*
- *Involve a range of people, different diversity to encourage interaction (e.g. racial and cultural)*
- *Establishing ground rules and sound facilitation that gives people 'permission' for head and heart, (e.g. creating a safe place to talk, allow for self-disclosure and use active listening).*
- *Putting people in other spaces to challenge them outside their comfort zone.*
- *Access to clear information on all aspects of a particular issue made available through a variety of media.*
- *Factor in capacity/resources to undertake meaningful engagement (e.g. childcare, interpreters, time to participate, transport, alternative access, location of consultation, cultural sensitivity).*
- *Involve a range of people, from diverse backgrounds, in decision making to encourage interaction (e.g. racial, cultural).*



Best practice features of community engagement and why they are best practice

- **Clear disclosure of information by using a range of sources and techniques**
This enables good understanding and informed decision making
- **Define a clear process**
Aids understanding and helps adhere to the objective
- **Commence the engagement in a timely manner**
Early in any planning process, allowing sufficient time for the engagement, feedback to be completed plus the possibility of renegotiation or additional consultation for subsequent inclusion of the 'unheard' voices
- **Encourage dreaming and visioning to enable creative processes**
This exercises solution finding among diverse groups
- **Use impartial and skilled facilitators**
This assists all attendees to get a fair hearing and that an 'arms length' and balanced view point is being presented.
- **Seek true representation**
Will assist in all voices being heard. Participant selection should be transparent and, where appropriate, random
- **Use influential processes**
This ensures the process has ability to influence decision making to combat cynicism
- **Well planned and organised venue logistics**
Ensures ease of access to all participants. Use of technology assists to get the message across

Expert panel 2 – hearing all the voices

Hon Bob Kucera MLA, Minister for Citizens and Civics, Indigenous Affairs, Seniors, Youth, Sport and Recreation, Western Australia.

- The Citizenship Strategy launched in 2004 focuses on increasing Knowledge and Understanding; Inclusion; Participation; and Democratic Governance.
- WA Government is addressing how ethnicity, poverty, racism, cultural and linguistic differences, geographical isolation and institutional barriers exclude some citizens by building a culture of skilled best practice community engagement in all agencies.

Dr Casta Tungaraza

- Intersectional discrimination of gender, disability, age and sexuality further subordinate those already marginalised by ethnicity, language, race and culture. We must recognise and creatively eliminate such systemic barriers to participation.
- “Baraza” is a traditional African model of lively community engagement that helps a community talk to itself about issues of common interest.

Ms Madonna Douglas, Director, Nyaarla Projects

- When engaging Aboriginal people in Australia, we need to research relevant history, cultural considerations, political factors (key players, traditional and non-traditional) geographical location (and its impact on participation, and previous experience and interaction with Western society).
- Build rapport and trust with openness and sincerity. Don't make promises you can't keep. Provide adequate info and participatory process. Silence doesn't mean yes.

Mr Ben Whitehouse, Social Worker

- There is infrastructure to hear the voices of young people at Local, State and Commonwealth level, but with little power to be part of the decision.
- Perceptions of young people as 'idealistic' result in their contributions not materialising into tangible outcomes, generating cynicism.



Dr John Gastil

- Random sampling provides an unbiased microcosm (“mini-public”) of the diverse general public by compiling a list of potential participants from a whole population, randomly inviting them to participate, and following up with those who accept.
- More invitees accept when paid, and good samplings can be expensive, but it is cost-effective when compared to the wasted expense of fruitless public events.

Ms Mary Pat MacKinnon

- Canadian diversity has enriched society but challenged political and social governance. Deliberation helps diverse people explore common ground on difficult issues and impact policy together.
- Groups of 20-40 random unaffiliated citizens are recruited for deliberative dialogues like the Citizens Dialogue on the Future of Health Care in Canada (2002), in which 489 participants studied and deliberated and over 16,000 participated online.

Mr Tom Atlee

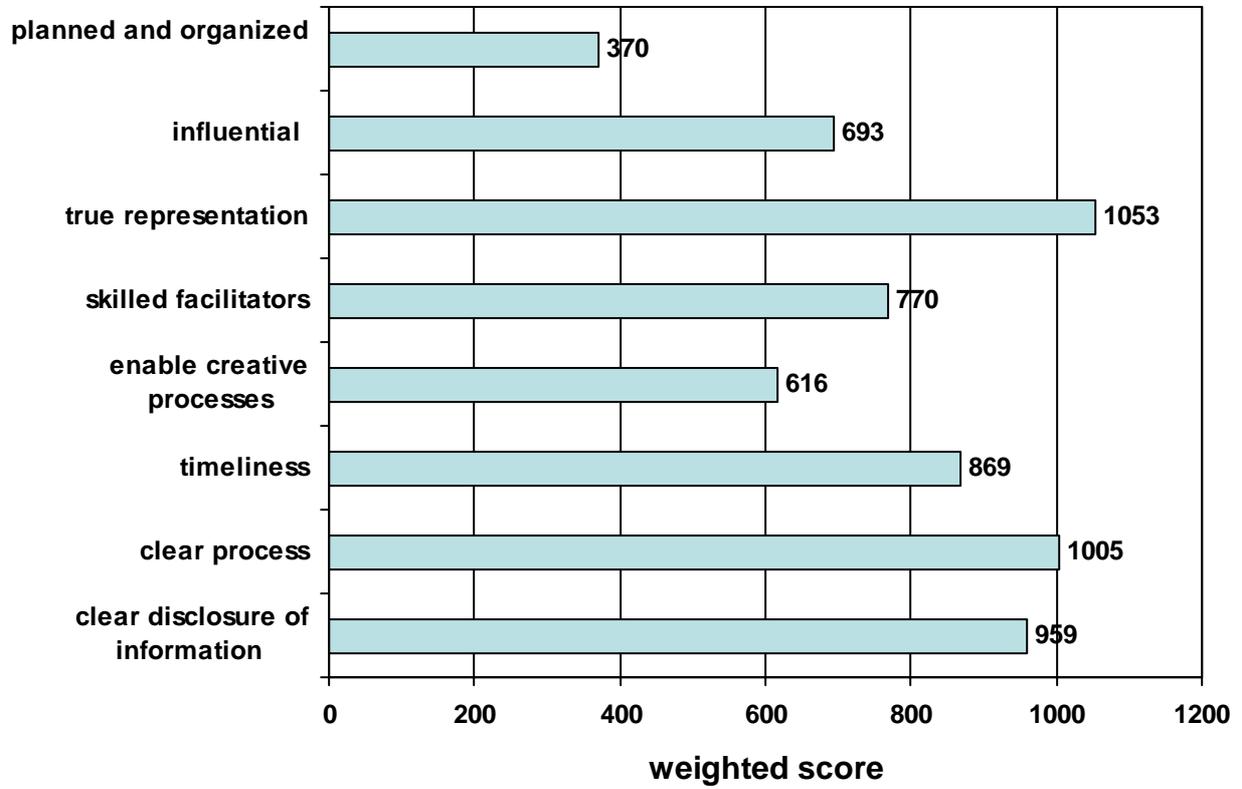
- Is there a way to move beyond expensive, expert-guided deliberations to readily replicable, inexpensive, self-organizing, inclusive, high-quality community deliberations that bring together the online world and face-to-face dialogue?
- You can participate in a visionary design project to produce infrastructure for effective empowered public deliberation at the grassroots level – including grassroots advocacy for the resulting recommendations.

Panel discussion highlights:

- Conscious co-creation of what is now unconscious
- Be creative with recruitment/selection, assisted random selection via elders
- Be respectful of culture, protocols etc. to build trust
- Consult judiciously—don’t swoop like seagulls “you blokes come in ‘ere, drop something & bugga off”; trust is built through building relationships
- What’s equivalent of Africa baraza model, i.e. “community talks to itself”
- Seek diversity of models known by community, not just known from books
- No shortage of consultation with marginalized communities—decision making is another thing altogether
- Intentionally seek diversity beyond categories—ensure you’re always hearing new things
- Ultimately we hope not to need these special processes because of highly-developed citizenry skills
- Have a keen eye for the obvious—if seeking to consult with diverse group hire a member of that group to help recruit

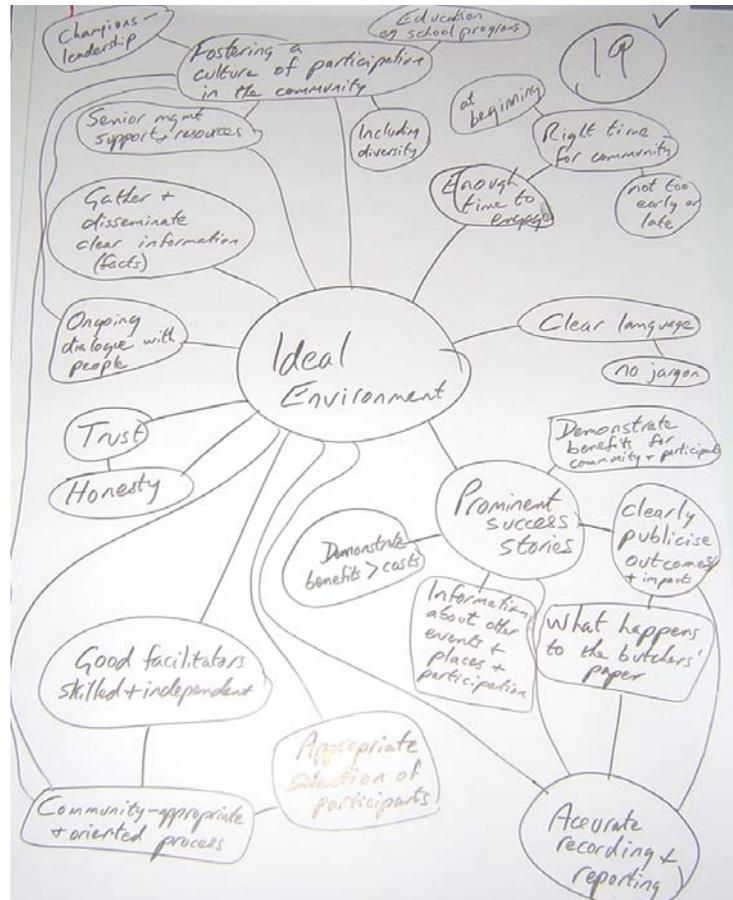


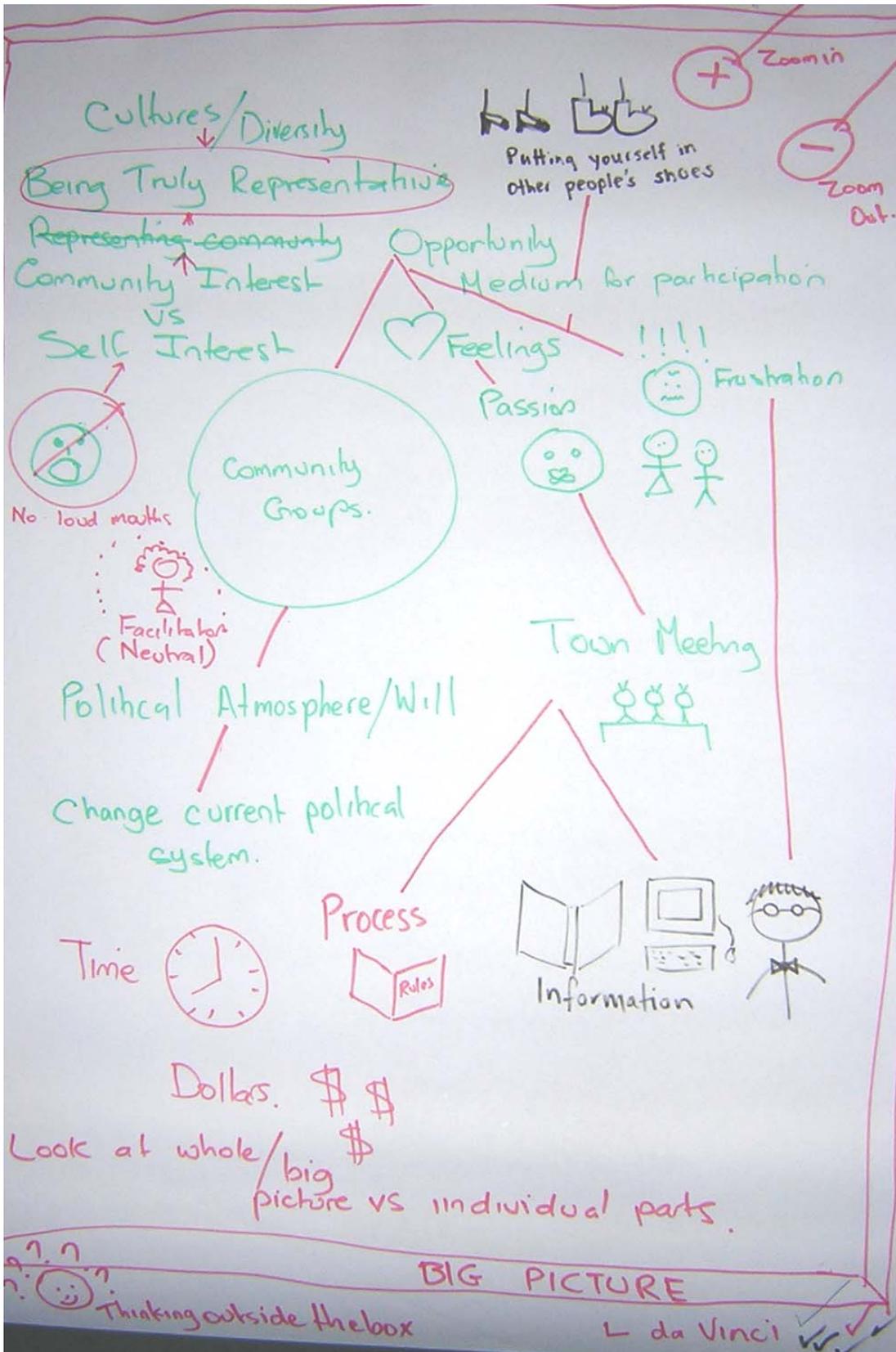
Ranking best practice features



The day 2 story

Ideal environments supporting community engagement





Citizens' Jury Report

Citizens' Jury on Deliberative Democracy, May 27th-31st 2005, Perth, Western Australia

We sixteen jurors spent four days reviewing a variety of deliberative methods and learned from a number of prominent experts regarding these methods. We also briefly examined the issue of water in WA. In light of this we have come up with the following findings and recommendations.

Given that various methods of community engagement have been trialed within WA, Australia, and around the world, we concur that community engagement (deliberative democracy) is an effective vehicle for decision making on public policy.

We unanimously recommend that methods of community engagement continue to be used and expanded in Western Australia on a routine basis, monitored by an independent body, and integrated with the workings of government.

Drawing on the various reviewed methods, we created two proposals specifically designed for the unique demographic and geographic diversity of WA. In both cases we are seeking clear and credible outcomes for our state.

1. A collaborative approach combining the existing Deliberative Poll and Citizen Jury methods. It involves six Citizens' Juries, brought together for 5 days to a central location. This system provides the opportunity for the whole assembly to focus effectively on large, complex issues.
2. The Citizens' Assembly was streamlined to handle broad-based issues. Up to a hundred jurors are randomly selected to deliberate over six periods in three months. A debate with special interest groups is provided for, with a formal questionnaire distributed to jurors at prescribed intervals. A key concern is control over lobbying.

In addition:

- We are open to different deliberative methods such as Citizens' Jury but realize different processes may be better suited depending on the issue at hand.
- We admire the method of the Indigenous Bush Assembly, which is a circled meeting, and believe this should be incorporated into other deliberative methods.
- These processes are fully described in the final report.

Cost: These community engagement methods are cost effective in relation to determining a credible, acceptable outcome. Recent community engagement projects have demonstrated savings in the public policy arena. We believe these deliberative processes should be included in the annual governmental budget, at a level to ensure quality community engagement.

Water: The long term future of water in Western Australia is a matter of pressing concern to the community at large. Therefore, we recommend, as a matter of urgency, an expanded community engagement process to consider this issue. Immediate action should be taken that ensures long term sustainability. We need an educational effort to create increased awareness, leading to the establishment of waterwise communities.

We passionately believe the water crisis will not be solved without the combined efforts of the people and government of Western Australia. In spite of the hard work done to date by our government to engage the public in a discussion of water issues, not nearly enough has been done. The two deliberative methods we created were done with water in mind. We strongly urge our government to use them. If what we created in two days is not equal to the task, we urge you to do your best to choose a deliberative method that can bring a cynical public into a place where we all work together to solve the water crisis. Effective ideas need to be implemented immediately.



Wisdom Council – key statements that emerged

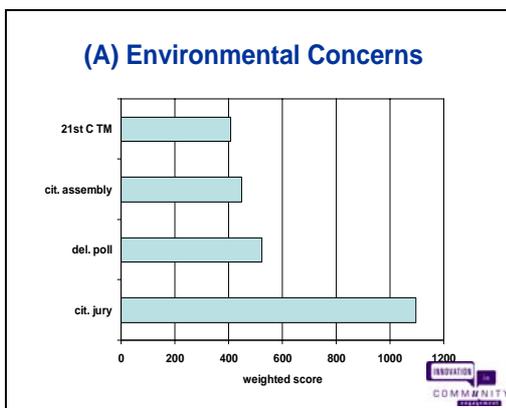
How do we as a populace provide for long term quality decisions?

1. **Ownership:** We, the citizens, need to own the problem and develop solutions together.
2. **Information:** We need to be better informed on key issues.
3. **Process:** To achieve sustainable decisions:
 - a. **Within** the current political process, using elected representatives to make the hard decisions based upon principles of sustainability.
 - b. **Outside** the party political system. (eg: engage the community to identify and work through the issues that are “hands off” for the usual political wrangling.)

Your response to what was said by the Wisdom Council.

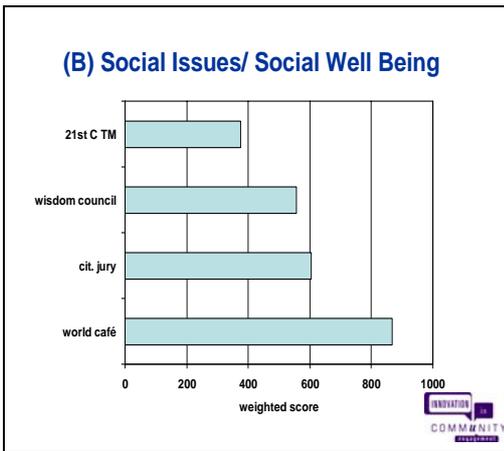
- We didn't discuss the wisdom council as we found the topic a bit uninspiring. (D)
- Government, community, and citizen responsibilities need to be defined so that each party understands its role and expectations in the political decision making process.
- Providing opportunity to participate thereby redirecting lobbyist energy. (D)
- Pioneer new and multiple ways for the public service to do its work, and integrate community engagement from the CEO to team leader level. One example given by another table was 'create a Department of Community Engagement'. (D)
- There is a need for resources (e.g., financial, skills, capacity, citizens' time) and expertise in engagement.
- Greater education on civic responsibilities in schools and other educational forums, creating a greater youth foundation in community engagement. (D)
- We are prepared to take some personal risks and responsibilities to grow sustainable community spirit and connectiveness. (D)
- Ensuring decisions made will protect future generations. Triple bottom line thinking should be part of all decision-maker decisions.
- Create a network of local, ongoing deliberative processes (Enquiry by design model). (D)

Preferred techniques for current issues and processes

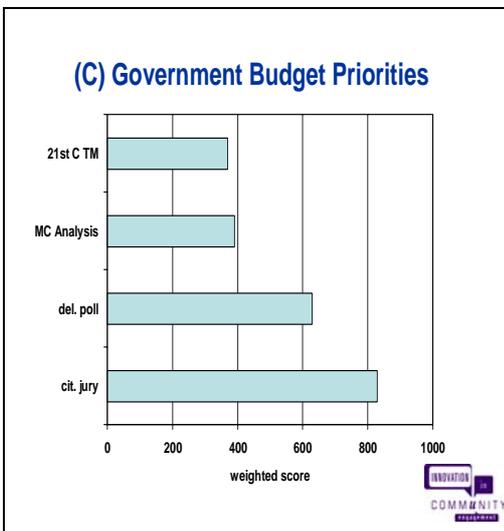


Environmental concerns (e.g., water, agriculture, urban planning, fisheries, resources, built-environment, heritage issues, greenhouse);

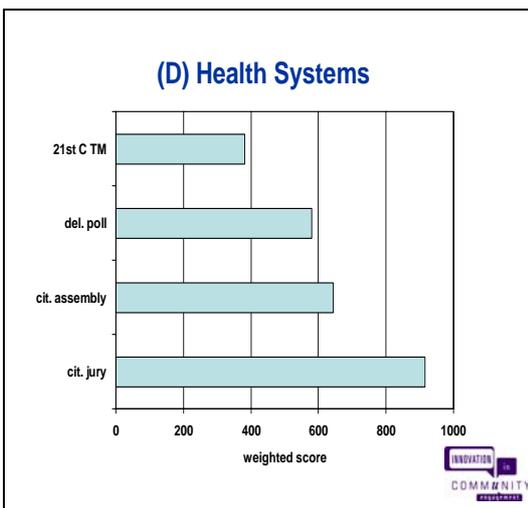




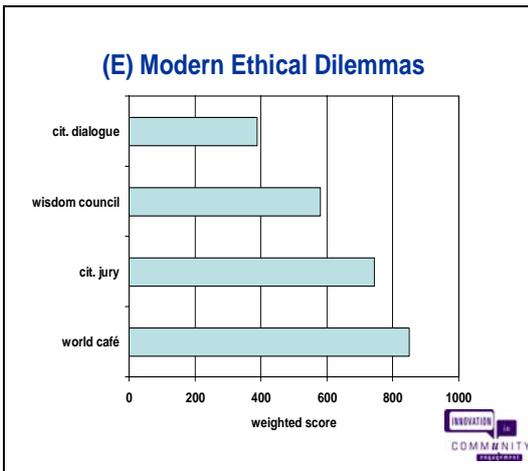
Social issues/Social well being eg: obesity, single parent employment requirements, immigration and education;



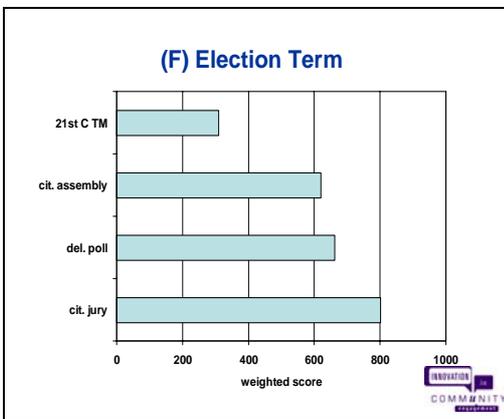
Determination of Government budget priorities & allocation by community - including true cost accounting (triple bottom line);



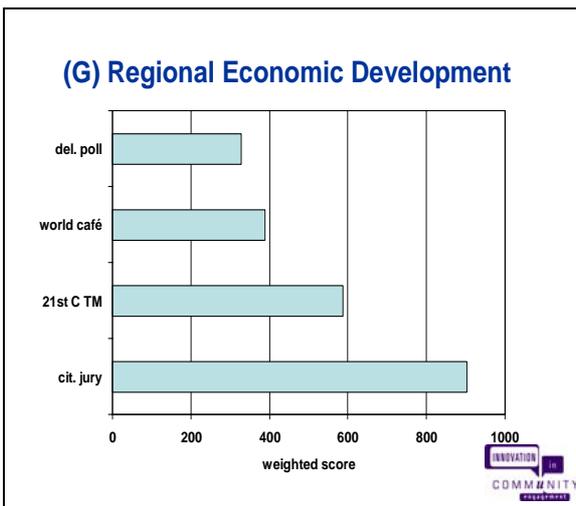
Health systems (e.g., examining prevention measures, governmental collaboration)



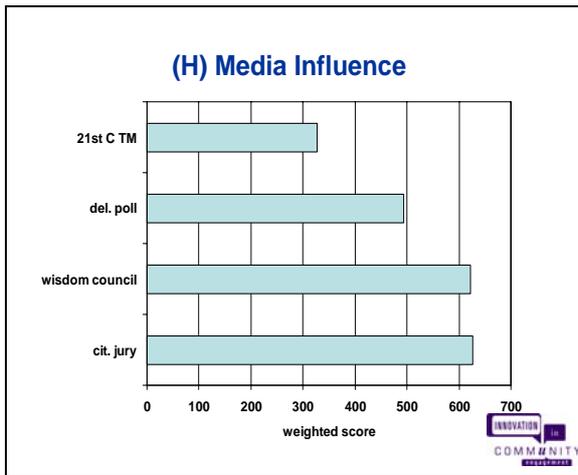
Modern ethical dilemmas (e.g, euthanasia, genetic modification, mental health, crime & punishment)



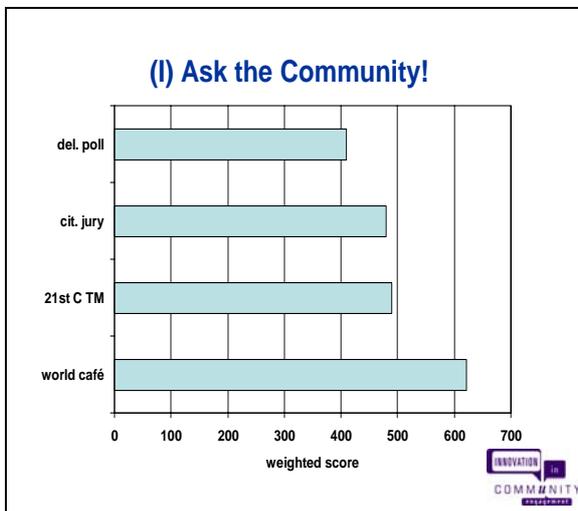
Election term: currently forces short term strategic thinking, and the adversarial rather than co-operative political system;



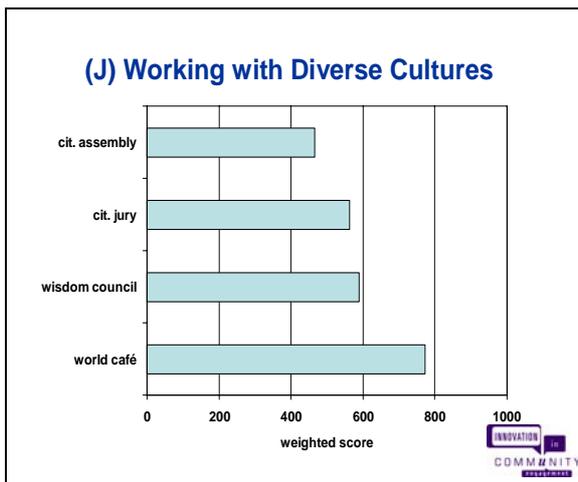
Media influence and responsibility;

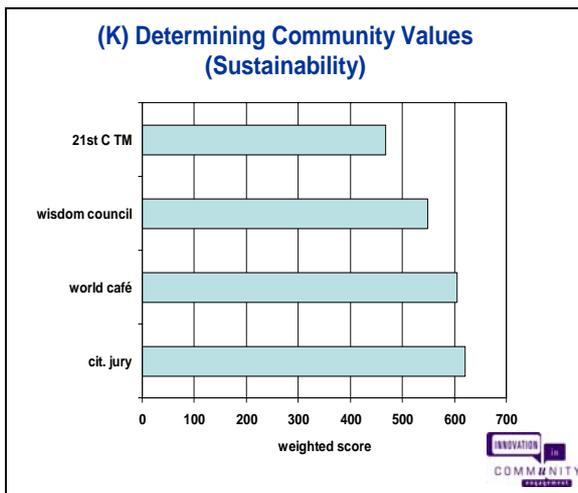


Ask the community what they want to be engaged in and how!



Working with diverse cultures, particularly Indigenous cultures.





Deliberative survey results

The deliberative survey is a version of the standard ‘pre-and-post test’ research model in which the effects of some type of experience or intervention are identified by comparison of the ‘post’ data to the baseline ‘pre’ data. In this case, the ‘pre’ survey was completed by conference participants prior to registration on the first day, and the ‘post’ survey during the second morning.

There are two type of results that emerge from a deliberative survey – the absolute results; and the change in results – and in this case both revealed some fascinating insights.

To summarise the key results and the changes seen from the pre to post waves of the survey:

Current performance in terms of consultation is not strong

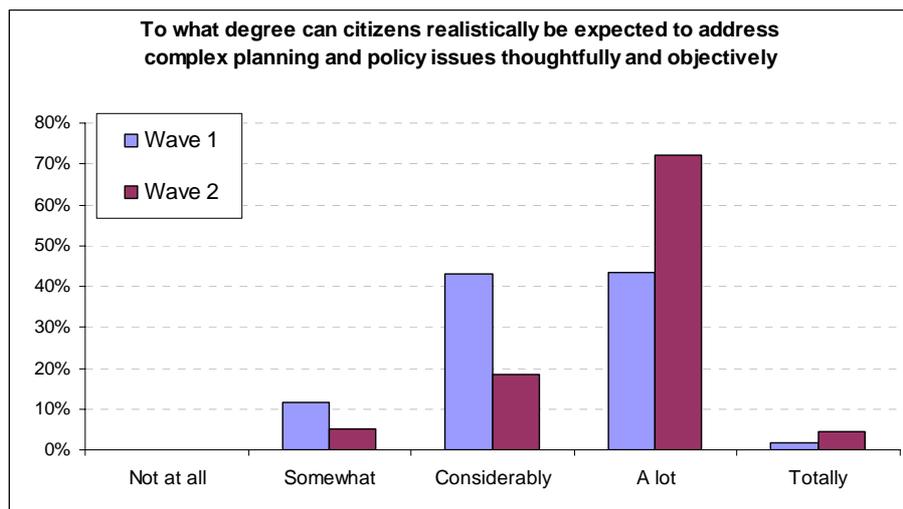
- Most participants felt that Government does not give citizens enough opportunity to be engaged in decision making. This was felt to be a bigger problem at the national level than the state level, and was seen in a more negative light still in the second wave of the survey.
- 65% of participants disagreed that too much consultation is done – a figure that increased to 85% in the second wave of the survey.
- Around 85% of participants felt that too much weight is given to the loudest voices, and that not all people have an equal chance to influence public affairs.
- Around 85% of participants agree that the relationship between community engagement and actual decision making is left unclear.
- Not surprisingly given the preceding results, the current performance of community engagement is considered fairly poor – and ratings were lower again in the second wave.
- Similarly, the possible benefits of engagement (quality of decisions, acceptance, and efficiency) were also seen as being only poorly achieved – although most people expected this situation to improve in the next 5 years.
- The biggest perceived barriers to effective engagement changed considerably from wave 1 to wave 2. In wave 1 *getting citizens involved* was the biggest barrier – but this dropped to 8th in wave 2 behind issues such as *unbalanced media coverage, accuracy and completeness of information in the community and evidence of the outputs of engagement being used*.

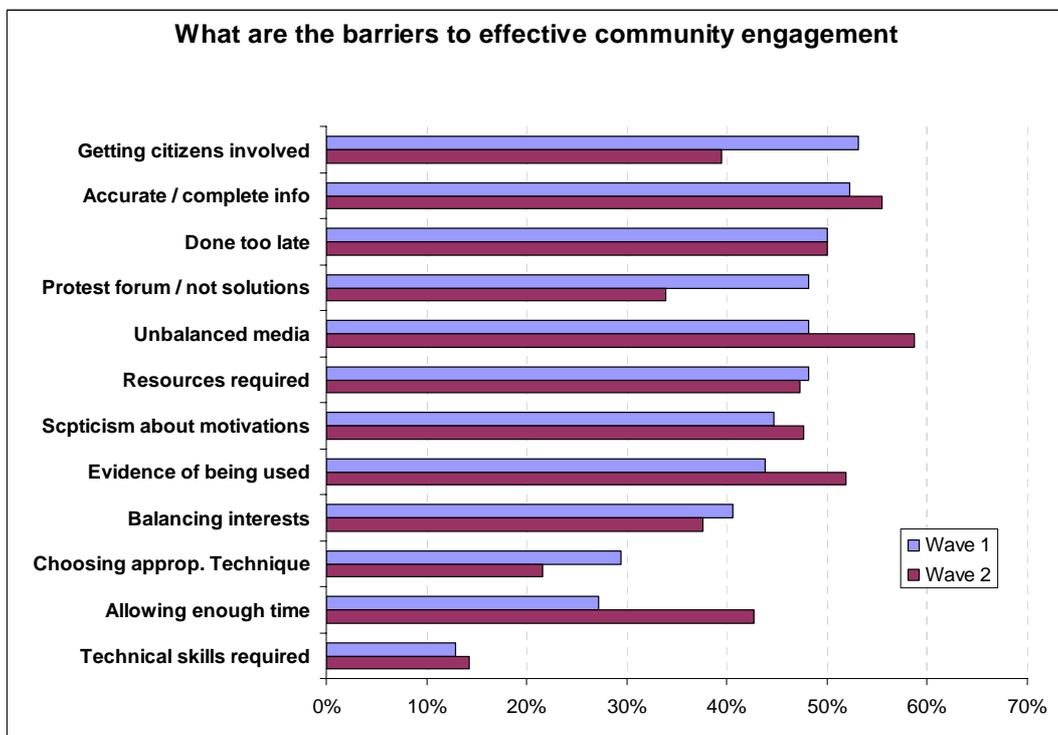
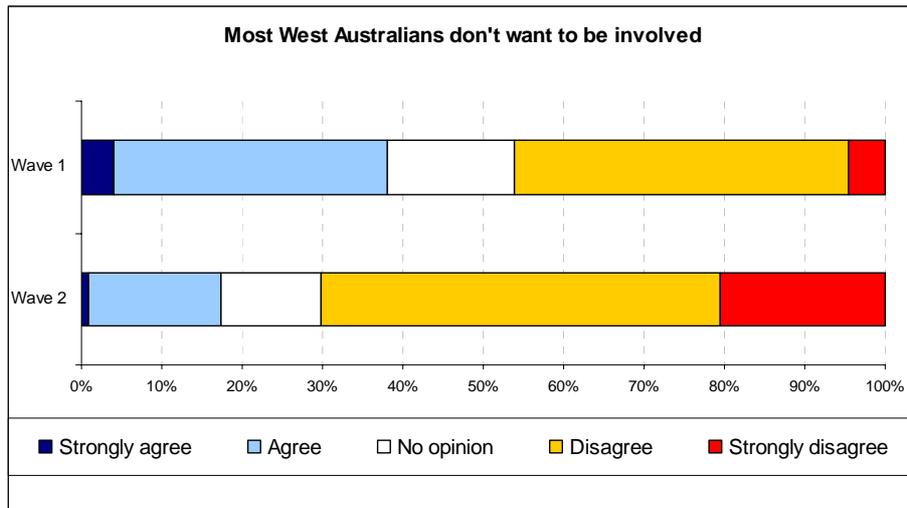


Citizen involvement in the decision making process can be greater

- Coming into the conference about 46% of participants felt that most West Australians wanted to be involved in the process – but 38% that most did not. However, in the second wave 70% felt that most people would want to be involved.
- Over 80% of participants felt that it is important to have citizens more involved than they are now. This increased to 94% in wave 2, but more importantly the proportion who felt strongly this way increased from 23% to 53%.
- One of the main questions is to what degree citizens can be realistically expected to address complex issues thoughtfully and objectively. Before the conference most participants felt they could be expected to either *considerably* (43%) or *a lot* (43%). In the second wave of the survey 72% of participants gave a rating of *a lot* – a very significantly higher overall rating.
- Prior to the conference, 90% of participants felt that the final responsibility for decision making either rested equally between elected officials / experts and citizens, or more towards the elected officials. In wave two however, 25% of participants indicated that they felt the final responsibility lay more with citizens than with elected officials / experts.
- Around 80% of participants felt that roughly equal weight should be given to the views of affected people and to those of the wider community as a whole.
- Most participants did not feel that the right cultural environment exists in WA to allow community engagement to work to its potential.

In conclusion, the survey showed that the potential of community engagement is perceived to remain largely untapped – or at the very least that there is very considerable room for gains to be made. It also showed that (presumably) as a result of participation in the conference, many people changed their views on to what extent citizens can be expected to and would want to participate in the decision making process.





Making Space

The Conference adopted an open learning approach inspired by Open Space Technique. Participants who were energised to facilitate a session and share their experience and expertise, were asked to nominate a topic. Groups formed to create uninterrupted conversations around the topics during the afternoon. A list of sessions is attached (page 11).



Closing remarks

Participant Closing Remarks

Tammy Reid

- I am extremely heartened by the commitment by government to deliberative inclusive processes. This includes the Premier, some Ministers, and a way of doing business in DPI, Wow, these are exciting times
- Now it's time to take my heightened courage, new vision and possibilities out into the spaces where I can make a difference and influence what gets done.

Rance Driscoll

- Experiential learning is a tough gig. I really enjoyed being challenged, and watching others be challenged to learn in this way
- Its exciting to know that a conference about process is being delivered by government in partnership with the consultative sector. It creates a massive potential for strong Community Development. Let's see if we can convert it into reality!

Cindy Lee

- It is very affirming to see that what we are doing at the grass roots level is true, is real, has been studied and most of all HAS BEEN PROVEN TO WORK!
- It would be great if this kind of training could be adapted to suit young people (eg. World Café) as I think it would be very useful at the local level.

Max Hardy

- Inspired by the Citizens Jury, I am amazed how citizens rise to the occasion and take on the responsibility of seeking the common good however complex the issues
- When people are engaged they are never the same again. We had more evidence of that.

Expert Panel Closing Remarks

Dr John Gastil

- Had this Conference been held 15 years ago, it would have been very theoretical.
- We have learned so much from the past few years that we can now talk about concrete, tested methods and real achievements.
- In another 15 years, some of these processes may be quite common. Young people will take it for granted that this is how democracy works.

Ms Mary Pat MacKinnon

- This was a wonderful deliberative dialogue experience. Take time to celebrate this success. THANK YOU WA, Janette and the whole organising team!
- Keep the dialogue going. Only dialogue will address the democratic and ethical deficits and the crisis in accountability and build a better world.

Mr Jim Rough

- Thank you Janette and WA Administrators, for seizing the LEAD in Citizen Engagement efforts world-wide – and convening this Conference.
- Unlike most conferences, people here are already excited about the prospect of enlivening a voice of the people through deliberative and other processes. Wow!



Mr Tom Atlee

- This is an unprecedented experiment. What happens next could have global impact.
- There is tremendous potential in the people here to collectively generate a true dialogue and deliberation movement in Australia.

Dr Ned Crosby

- I was deeply impressed by the work of the Citizens Jury and the warm reception given by the participants at the Conference.
- Janette and DPI are to be applauded for bringing so many people together to improve the working of democracy.

Dr Lyn Carson

- We have an unanswered question about the costs of not consulting
- We can explore further online deliberation without dialogue (synanim.com)
- This was an opportunity for professional reflection between research and practice (Dialogue, Deliberation and Public Engagement)

Hon Alannah MacTiernan MLA, Minister for Planning and Infrastructure, Western Australia

Key challenges for us include finding innovative ways of:

- gathering diversity in the room, not only focusing on targeted equity groups, but on the multiplicity of diverse interests, knowledge and values.
- creating different sorts of conversations that will be meaningful to all those who participate, through authentic listening, 'open book' information, creative problem solving and opportunities to influence decision making.

Where to from here?

Now it is up to each one of us and all of us together to find opportunities to pioneer innovative ways of deliberating with the community. Working together to 'champion' community engagement, we can spearhead the growth of deliberative democracy in Western Australia and beyond.

This Conference was made possible by the WA Department for Planning and Infrastructure. Many thanks to the working group and to our visiting world experts for creating a vibrant and evolving experience. Thanks also to the 300 delegates from government, private and community sectors, from interstate and overseas.



Making Space Sessions

Max Hardy	Citizens Juries – Nuts, Bolts & examples	Ed Nieman	Reframing in terms of new metaphors	Gina Price	Sociocracy – a step on from democracy
David D'Arcy-Burke	Zero Waste in WA	Richard Lenn	All sorts of youth type stuff	Graham Brimage	The frontier issue: "Community sustainability"
Cindy Lee	"Illicit Sampling" – how to select those who want to be anonymous	Colin Ingram	Engaging communities in park and protected area management decisions	Jodie Read, Natalie Harwood, Marie Martin, John Litis	Innovative and effective ways to engage small regional communities & indigenous communities
Suzanne Gattrell, Andrew Outhwaite	21st Century Baraza? Ongoing CE in WA?	Amanda Moncrieff	Enthusing other govt portfolios to adopt CE	Mark Randell	Knowledge-based community development
June Moorhouse	Beyond issues: Deliberative processes for building community relationships	Juliet Albany	Local Sustainable Horticulture	Mary Del Casale	A Wisdom Council for Perth or WA?
Lyn Carson, Mary Pat MacKinnon, Janette Harz-Karp, Stuart White	CE Clinic – The whole group will address specific design issues	Christine Hogan	Western-based participatory process in culturally diverse environments	Libby Foster	CE about whole-life wellness services
Colma Keating, Jay Anderson	Democratically engaging interest/lobby groups	Paul Trotman	Engagement and its impact on democratic institutions	Ron Mell	An ongoing statewide youth jury process?
Sandra Krempf, Mary-Alice Arthur	Bringing the whole person to the process	Tom Grigson	Can we move beyond two-party democracy	Andrea Hammond	Should deliberations focus on values?
David Rice	The future lack of available cheap oil	Carol Matison	How to influence politicians to implement deliberative democracy	Millie Ferguson	Engaging media in community engagement
Pete Malavisi	Deliberative Democracy over the internet?	Laurie Piggott	Increase use of public transport		

