



Transforming Civic Engagement Community Liaison Groups

Accessibility Committee for Persons with Disabilities

June 10, 2025

Overview: Hamilton's 14 Volunteer Advisory Committees (Local Boards)

Audit, Finance & Administration:

- Committee Against Racism
- Women and Gender Equity
- Immigrant and Refugees
- Hamilton Indigenous Advisory
- Mundialization

General Issues:

- Arts Advisory
- Climate Change

Emergency & Community Services:

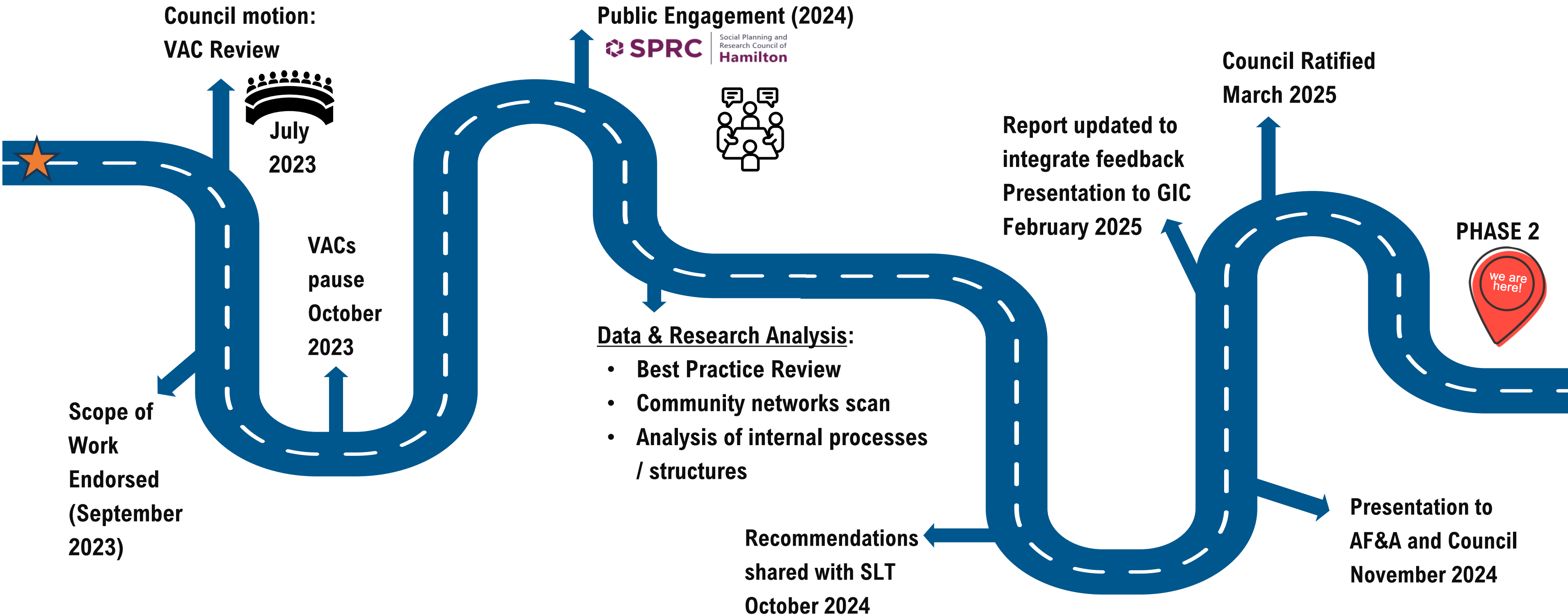
- Hamilton Veterans
- Housing and Homelessness
- LGBTQ Advisory
- Seniors Advisory

Public Works:

- Hamilton Cycling
- Keep Hamilton Clean and Green

Public Health: Food Advisory

The Journey so far



How did we get here? Why?

Volunteer Advisory Committee Review



Priority 3: Responsiveness & Transparency

Get more people involved in decision making & problem solving

- Last Volunteer Advisory Committee review (2015)
- Council Motion 11.1 (July 13, 2023)
- Council-directed scope of work (Sept 2023)
- Guided by Term of Council Priorities & municipal best practices
- Recommendations to align with Hamilton's Public Engagement Policy

Public Engagement Policy Key Directions

“Getting more people involved in City-led **decision-making**”

Adopted by Council in January 2024 to:

- Achieve a **consistent, strategic, and outcomes-driven** approach to public engagement
- **Increase impact** of City-led decision-making processes
- **Advance trust** and strengthen relationships with members of the public who are impacted by decisions

Public Engagement Principles

Hamilton's approach to public engagement is guided by five **principles** that support open, transparent, accountable, equitable and inclusive public engagement activities:



Building Trust and Relationships



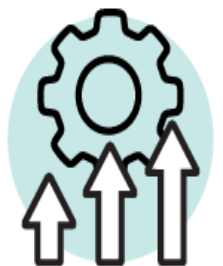
Adapting Along the Way



Every Voice is Valued



Continuously Improving



Clear, Timely and Transparent Information

VAC Review: Engagement Methods

Who did we engage?

56 current VAC members

10 City of Hamilton Councillors

10 staff liaisons

City Clerk

Other cross-departmental groups

7

What did we do?

SPRC-led public engagement activities:

66 surveys

10 interviews

1 focus group



Social Planning and
Research Council of
Hamilton

What We Heard: A Desire for Change

- ✓ Meaningful Engagement
- ✓ Increased Transparency
- ✓ Role Clarity
- ✓ Improved Work Culture
- ✓ Structural Changes
- ✓ Enhanced Training & Development

8

Report CM23025(b) Recommendation:

Transition 14 VACs to Community Liaison Group (CLG) model

- ✓ Responds to Council directions from November 2024
- ✓ Reflects experiences from VAC members
- ✓ Reduces barriers to support meaningful participation
- ✓ Alignment to relevant departmental work plans
- ✓ Implements Hamilton's Public Engagement Policy
- ✓ Creates training and support opportunities for CLG members

Benefits:

- Resident-led with support from City staff
- Roles and responsibilities are established by CLG members
- CLGs reflect community interest and needs

Next Steps: What do we have to do?

- **We know the “Why”** – meaningful engagement, transparency, reduced barriers to participation, role clarity, training and improved culture of support.
- **What do we have to do?**
 - Resident-led, staff facilitated Community Liaison Groups (CLG)
 - CLG models to be created to replace VACs
 - Not all CLGs need to have the same model/process
 - 1 year report-back from Departments to Committees of Council
 - Approval and Implementation of new models
 - Recruitment of volunteer members

Project Roadmap: How will we do it?

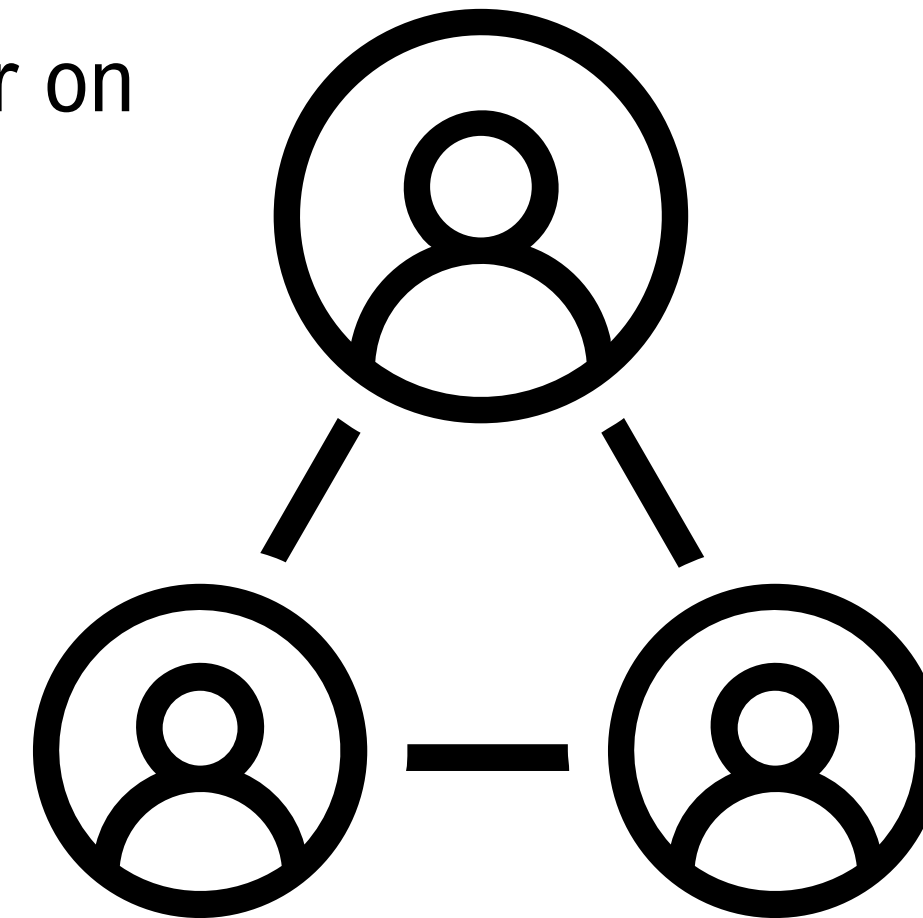


Project Roadmap: Phase 2

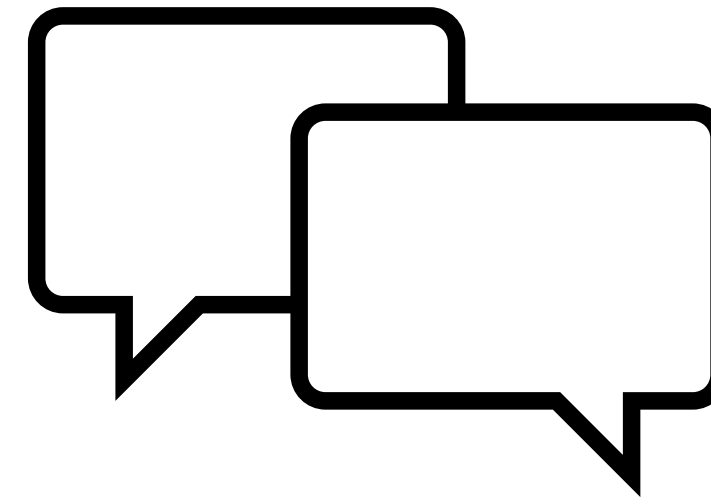
Inter-Departmental Collaboration and Review

Many City departments are working together on the transition:

- City Manager's Office
- Office of the Clerk
- Department staff supporting CLGs
- Finance



Share Your Voice Community Engagement



- Tell us what motivates or inspires you to volunteer
- <https://engage.hamilton.ca/volunteer>

Volunteers Make Waves
Valuing Volunteer Voices

Home / Volunteers Make Waves: Valuing Volunteer Voices

Volunteers Make Waves: Valuing Volunteer Voices

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Together, We Create Ripples of Change

The theme for [National Volunteer Week 2025](#) is "Volunteers Make Waves". It highlights the power, impact, and importance of individual and collective volunteer efforts across our city and our country. Like a wave, volunteering is movement building and the ripple effects are felt throughout community.

**VOLUNTEERS
MAKE WAVES:**
VALUING VOLUNTEER VOICES

We're celebrating our amazing volunteers - **YOU!**
Share your stories and tell us how we can support
and recognize YOU for your commitment to
Hamilton's communities.

**SHARE YOUR STORIES
AND IDEAS TODAY!**

To learn more, visit:
www.engage.hamilton.ca/volunteer

engage
HAMILTON

[Share your ideas](#) [Share your Stories](#)

[Take the 2 question survey](#)



Call to Action

Be Part of the Change!

- This is an opportunity to reshape how the City engages with residents on issues that matter to them.
- More flexible structures for civic engagement can reduce barriers to participation, enhance informed decision-making efforts, and make volunteer experiences more impactful.
- **What do you think would make this Community Liaison Group more inclusive, and flexible?**

Thank you!

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