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Session Purpose



To provide an overview of community engagement services and support development.



To present current approach to community engagement, including key stats and facts.



To gather feedback from Council Members to inform updates to Community Engagement Policy and draft Community Engagement Charter.



To seek guidance on the optimal timing of implementation.

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Session Objectives

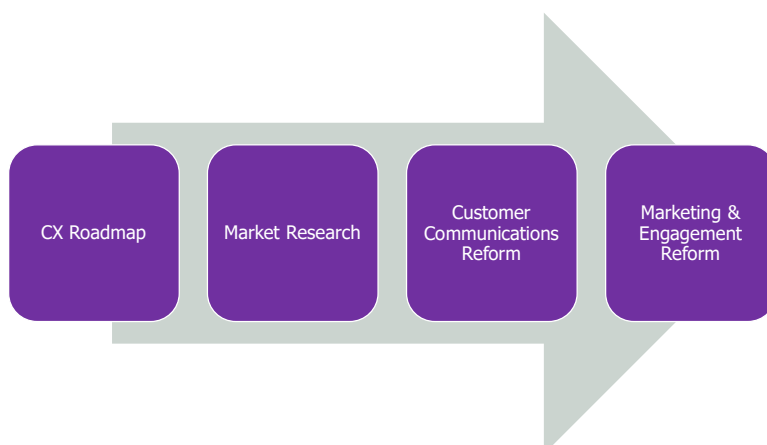
- ❑ Council Members understand our current approach to community engagement.
- ❑ Council Members are provided with an opportunity to inform the update to its Community Engagement Policy and development of a new Community Engagement Charter.



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How far we've come...

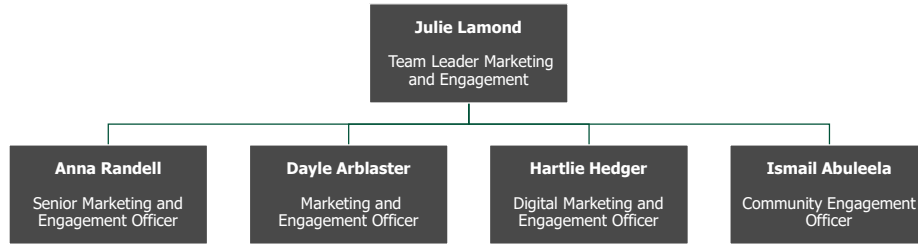


- Request management system
- MCN review
- Your Say online platform
- Website review
- IAP2 training
- Specific community engagement project support
- New engagement and marketing role, capital program
- Team support
- Engagement toolkit

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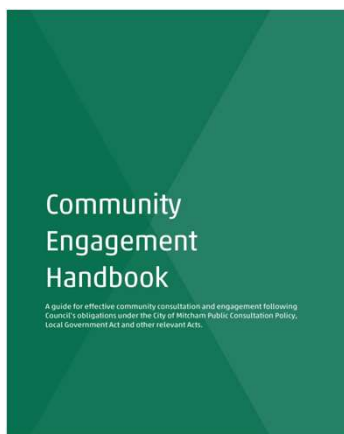
4

The Team



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Team Supports



6

Team Supports

[Engagement Name]

What are you engaging on?
For assistance see page 5-6 of the Community Engagement Handbook

4. Project summary
Note: Briefly describe your project and what it aims to achieve.

5. Has there been previous consultation and when? Briefly explain the consultation activities below.

6. What are the expected project timelines?
Note: Engagement, decision, implementation etc.

7. What are your engagement / communication objectives with your stakeholders?
Note: Clearly define the objectives so stakeholders understand the purpose and intended outcomes of the engagement process. Examples can be found in the handbook.

8. Negotiables and non-negotiables
Note: Identify issues where the community/stakeholders can influence (negotiable) and cannot influence (non-negotiable). Examples can be found in the handbook.

9. Key messages
Note: Key messages are developed to assist in informing the community of the project and to help them understand how their input will directly contribute. The messages should be used consistently across all project communications. Examples can be found in the handbook.

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Community Engagement Handbook

Contents

- Introduction to community engagement 2
- Completing your engagement plan 3
- Why are you engaging? 3
- Legislative considerations 3
- Council resolution 4
- Community interest 4
- Project complexity 4
- What are you engaging on? 5
- Project summary 5
- Engagement objectives 5
- Negotiables and non-negotiables 5
- Key messages 5
- Who are you engaging with and how? 7
- Identifying your stakeholders 7
- Determining the level of engagement 7
- Stakeholder level of engagement matrix 8
- Explaining the level of engagement 8
- Choose how to engage 8
- Inclusive engagement 9
- Engagement techniques and communication tools 9
- Starting your engagement 10
- After the engagement 11
- Analysis 11
- Decision 11
- Close the loop 11
- How to keep your stakeholders updated 11
- Evaluation 12

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Community Engagement Menu

Contents

- Engagement Techniques and Communication Tools 2
- Face to Face engagement techniques 2
- Digital engagement techniques 3
- Paper-based engagement techniques 4
- Communication Tools 5
- Printed (paper-based) Communication Tools 5
- Digital Communication Tools 6
- Key 7

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Stats and Facts

- YourSay established February 2021
- 61 engagements hosted

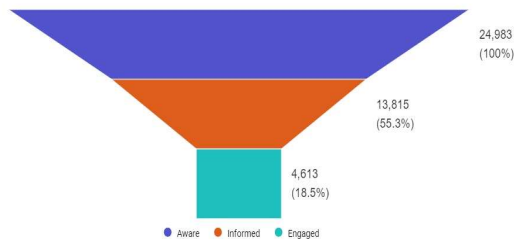
Visits
40,784

Contributions
6,704

Registrations
4,307

Engagement rate
18.5%

Visitor engagement



Project	No. of contributions
Early Payment of Rates Discount	911
The Future of Hawthorndene Oval and Apex Park, Hawthorndene	738
40km/h speed limit for Blackwood east	380
Pasadena Community Centre	309
Regional Climate Action Plan ReCAP	292



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Why update policy now?

- Original policy endorsed 2016
- Review pending State Government's Reforms (on hold)
- High interest from community
- Council Member commitment to engagement
- Recent Council Member interest in changes to approach
- Opportunity to be innovative and lead the way



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Public Consultation

Adopted by Council 28 June 2016
Updated 8 June 2020

public

Document No: 10774
Version 4.0 - Review Date: 28/06/2020

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Overview of current policy

Outlines steps for effective communication and engagement with stakeholders as required by the Local Government Act 1999.

Aligns with IAP2 principles of Inform, Consult, Involve and Collaborate.

Fulfils legal obligations under the Act, legislation, specific conditions or Council resolutions.

Fosters community engagement as a valuable tool for decision-making, encompassing communication, consultation and collaboration for informed and inclusive governance

Council Specific Inserts






Sets a minimum consultation period of **28 days** (Act requires 21 days).

Requires formal submissions to include name and address, with identities kept confidential.

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Overview of proposed Charter

-  Outlines a flexible approach to community engagement, recognising the importance of considering local needs.
-  Emphasises key principles from the Act, such as ensuring accessible information, fostering dialogue and explaining how community views are considered.
-  Detailing engagement for both specific statutory processes and those required by the Act.
-  Mandates notice, submission methods, consideration of submissions, and information provision for Category A statutory processes, while Category B processes require adherence to the Community Engagement policy.
-  Encourages evaluating engagement performance using various metrics and specifies methods for giving public notice.

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Achievements & New Directions

		Council Member Input Required		
Resources <ul style="list-style-type: none"> YourSay Website Templates/toolkit Menu Engagement Kit 	Resourcing <ul style="list-style-type: none"> Engagement Officer In-House Specialist Training and advice 	New Policy	New Charter	New Toolkit
				

12

Council Member Workshop

Mayors Parlour

Two Tables (Dan & Julie) – 7 mins each

Wrap up & Questions (Dan) – 5 mins

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Next Steps

- Summarise feedback tonight
- Undertake internal engagement (September/October)
- Prepare a draft Policy & Charter for Council (November)
- Community engagement (November/December)
- Present back to Council (January/February)



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Table 1

Policy Guidance

- Quick overview of legislative requirements
- Additional / discretionary aspects
 - 21 days or 28 days (minimum)?
 - Suburbs/names?
 - 'Closing the loop'?
 - Use of YourSay platform?
- Gather feedback
- Gaps and opportunities

Table 2

Community Influence

- Provides overview of IAP2
- Explains that most engagements sit >here<
- Explain draft principles against current
- Gather feedback
- Gaps and opportunities

Check in on Session Objectives

- ✓ Council Members understand our current approach to community engagement and public consultation?
- ✓ Council Members have been provided with an opportunity to inform the update to its policy and development of a new Engagement Charter?

Next Steps

- Summarise feedback tonight
- Undertake internal engagement (September/October)
- Prepare a draft Policy & Charter for Council (November)
- Community engagement (November/December)
- Present back to Council (January/February)



