

# **Community Engagement Framework**

We are committed to ensuring that our communities are provided with objective, clear and concise information; and are provided with opportunities and supportive environments to be involved in decision making processes that affect them.

# Inform

## Meaning:

Provide information to assist understanding how decisions will be/ were made

'Inform' will be used when:

- · A decision is made for legislative, financial environmental or technical
- . There is no opportunity to influence the outcome

# Consult

## Meaning

Obtain feedback on preferences when there are options available 'Consult' will be used when:

- Feedback and public opinion is required on concepts and designs
- · There are several options available
- · Issues and concerns are unclear
- · Seeking input, preferences and ideas to help decision making processes

# **Actively Participate**

# Meaning:

Involve people and working together to understand all the needs and concerns

'Active Participation' will be used

- · We need community knowledge and understanding to influence the decision
- . There is likely to be a high level of interest
- · We need stakeholders to talk with us and each other about complex issues



#### We will explain:

- · How the decision was made
- What is going to happen
- · Impact of the decision
- · Where further information can be found

#### We will ask:

- · Are there any ideas or feedback to improve this?
- Which option is preferred?
- What might be the impact on the community?

#### We will ask:

- . What would be the best for our community?
- not be aware off?
- How should we proceed?



### We will explain through \*\*

- www.douglas.gld.gov.au
- · Community Engagement register
- . The Gazette and News Port
- · Letters and Fact Sheets
- Displays and information sessions
- · Community meeting/forum

# We will ask through \*\*

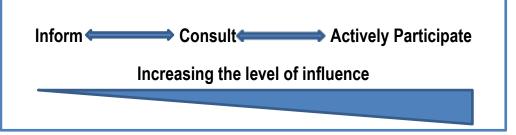
- www.douglas.gld.gov.au
- · Surveys and feedback forms
- Focus groups
- Workshops
- · Meetings with key stakeholders

- · What should we consider or may



### We will ask through \*\*

- · Advisory/ reference groups
- Participatory design sessions
- · Facilitated workshops



# Why engage?

It is important that Council engage when our work impacts on communities or the work of other people in the organisation. Whatever we do will be more effective if the people affected by our work:

- understand what we are doing and what it will mean for them
- are involved at any particular level they need to ensure the best possible outcome.

The approach we use to achieve greater understanding and involvement with those directly and indirectly affected by our decision making is called engagement. It covers levels of involvement ranging from informing and consultation to active participation. Our approach is informed by the International Association for Public Participation (IAP2) and the Organisation for Economic Cooperation and Development (OECD) engagement models.

Our Framework provides a structured approach that includes:

- language that clearly explains our approach to engagement and encourages participation in the decision making
- methods of engagement that offer a range of ways to work with communities to best inform, consult and actively involve to broaden community participation in the decision make process
- engagement handbook to support staff to plan, implement and evaluate an engagement initiative
- training and development to provide relevant information, knowledge and skills to ensure staff know how to work within the engagement framework
- civic education activities that provide the opportunities for our communities to increase their understanding of the way we work and engage
- evaluation process that that supports continuous improvement and development of the engage framework.

<sup>\*\*</sup>The techniques listed are examples only and do not represent a comprehensive list of methods to be used in all Council engagement activities.