

Community Engagement Framework

Vision

We will put engagement at the centre of everything we do, by involving our communities in a meaningful way. Our operations and activities will build community trust.

Promote consistent and strategic planning, and utilise a wide range of community engagement approaches to reach and engage with our diverse community of all ages and abilities.

Increase levels of the public participation through accessible opportunities that engage on projects or programs.

Strengthen our relationships and increase engagement with community, local businesses, community groups and other stakeholders including Socio-CALD communities.

Facilitate ongoing discussions with our communities that empower and influence positive community outcomes.

Identify potential issues, develop risk mitigation strategies and utilise conflict resolution procedures as needed.



Leading & Engaged

A well- governed city with brave and future focused leaders who listen.

1. Guiding principles

Our values



We are committed to **safety**



We work as one **team**



We act with **integrity**



We care about our **customers**



We **continuously improve**



IAP2 code of ethics and core values



Engagement principles



Flexible



Respectful



Credible



Collaborative



Consistent



Educational



Embedded



Evaluated

2. Best Practice Process

Engagement steps and tools

Plan

Engagement

Define the project
Identify the stakeholder
Identify the purpose, nature and level of engagement

Engagement Tools

Project Management Plan
Stakeholder Map
Impact and Interest Matrix
Risk and Opportunity Assessment
Engagement Plan

Deliver

Engagement

Deliver the engagement

Engagement Tools

Engagement Tips

Report and evaluate

Engagement

Evaluate, report and improve your approach

Engagement Tools

Evaluation Framework
Reporting Checklist