

Policy Matters - 30 April 2019

ITEM 6.2 Community Engagement Policy and Framework

AUTHOR City Future

PURPOSE AND BACKGROUND

Engaging with our communities assists Council to understand what is most important to the community now and into the future. Council's aspiration is to be an organisation that puts engagement at the centre of everything we do and such, has developed the Community Engagement Policy and Framework.

At the 26 February 2019 Ordinary Meeting, Council viewed and authorised the public exhibition of the draft Community Engagement Policy and Framework.

This report provides an overview of community feedback from exhibition period which was held from 27 February 2019 to 28 March 2019.

ISSUE

The Community Engagement Policy and Framework provides Council with a consistent and best practice approach to how we engage with the community.

RECOMMENDATION That -

1. The information in this report be noted; and
2. The Community Engagement Policy and Framework be formally adopted.

ATTACHMENTS

- A. Community Engagement Policy
- B. Community Engagement Framework
- C. Submission Table

POLICY IMPACT

A destination in Council's Community Strategic Plan, 2028 CBCity, is to be a 'Leading and Engaged' Council who engages, involves and empowers its community to participate in decisions that affect them. Community feedback was broadly supportive of the draft Community Engagement Policy and Framework.

FINANCIAL IMPACT

There is no financial impact.

COMMUNITY IMPACT

This policy and framework formalise Council's commitment to timely, appropriate and effective engagement with the community and outlines when and how community engagement should occur, who should be engaged, and how outcomes should be reported on issues or decisions that are Council's responsibility.

DETAILED INFORMATION

At the Ordinary Meeting of 26 February 2019, Council resolved to exhibit the draft Community Engagement Policy and Framework. The exhibition period was 27 February 2019 to 28 March 2019.

To support this exhibition the community engagement team hosted two community information pop-ups at:

- Hurlstone Park town centre (near the station); and
- Campsie library.

Key Findings

Community feedback received over the exhibition period was supportive of the draft Community Engagement Policy and Framework.

Key themes raised by the community were:

- More engagement is a good thing;
- Community engagement should be meaningful, open, honest and transparent;
- Council should show how feedback will impact the decision-making process; and
- Evaluating engagement is an important step.

Key statistics for the project's community consultation period were:

- The project page/s on Have Your Say had 294 visitors – Aware;
- 69 visitors viewed two or more project pages - Informed;
- There were 107 downloads of project documents i.e. draft Policy and Framework – Informed;
- Three submission were received over the exhibition period - Engaged.
- 30 conversations were hosted at the community information pop-ups with 43 surveys completed.

Council received three written submissions over the exhibition period. Refer to attachment C for a summary of the submissions and responses. No changes are proposed as a result of the submissions.

The Community Engagement Framework acknowledges the IAP2 Australasia Community Engagement Model. Working with the principles and guidance outlined in the Community Policy and Framework, Council has an opportunity to strengthen our relationships and increase engagement with our community, local businesses, community groups and other stakeholders including Socio-CALD communities. It also provides for capacity to create a consistent experience for the community when engaging with Council.

Upon adoption, a copy of the Community Engagement Policy and Framework, associated information and resources will be made available to the public on Council's website and will ensure that community engagement is integrated into the business of Council to support decision making, build relationships and strengthen Council's connection with the community.

All future projects undertaken by Council will adhere to the Policy and Framework.