POLICY

COMMUNITY ENGAGEMENT

City of Kwinana

COMMUNITY ENGAGEMENT POLICY

The purpose of this policy is to establish guidelines for the City of Kwinana's community engagement processes. It is informed by the International Association of Public Participation's Foundations of Public Participation.

Adopted:	23/03/2016 #136
Last reviewed:	
Legal Authority	Local Government Act Section 2.7 – The Role of Council

Policy:

1. Core Values for Community Engagement:

1.1.   Community engagement is based on the belief that those who are affected by a decision have an opportunity to be involved in the decision-making process.

1.2.   Community engagement includes the promise that the community's contribution will be considered in the decision-making process.

1.3.   Community engagement promotes sustainable decisions by recognising and communicating the needs and interests of all participants, including decision makers.

1.4.   Community engagement seeks out and facilitates the involvement of those potentially affected by or interested in a decision.

1.5.   Community engagement seeks input from participants in designing how they participate.

1.6.   Community engagement provides participants with the information they need to participate in a meaningful way.

1.7.   Community engagement communicates to participants how their input was considered in the decision-making process.

2. Code of Ethics for Community Engagement:

2.1.   **Purpose:** We support community engagement as a process to make better decisions that incorporate the interests and concerns of affected stakeholders and meet the needs of the decision-making body.

2.2.   **Role of Practitioner:** We will enhance the community's participation in the decision-making process in order to assist decision-makers in being responsive to the community's concerns and suggestions.

2.3.   **Trust:** We will undertake and encourage actions that build trust and credibility for the process and among all the participants.

2.4.   **Defining the Public's Role:** We will carefully consider and accurately portray the community's role in the decision-making process.

2.5.   **Openness:** We will encourage the disclosure of relevant information to the community's understanding and evaluation of a decision.

2.6. **Access to the Process:** We will ensure that stakeholders have fair and equal access to the community engagement process and the opportunity to contribute to the decision-making process.

2.7. **Respect for Communities:** We will avoid engagement processes that risk polarising the community, and we will attempt to mediate community differences.

3. Community Engagement Matrix:

3.1. The Community Engagement Matrix defines the community engagement processes that are (1) essential, (2) optional, or (3) not applicable, for initiatives by level of impact.

3.2. The Community Engagement Matrix does not supersede statutory requirements or other Council policies for public notice (including the Advertising 'SA' and Town Planning Scheme Amendment Policy), or apply to emergency situations.

3.3. The City will maintain operational procedures for each Community Engagement Matrix process, and integrate them into its quality and project management systems, and strategic and financial planning processes, to ensure they are undertaken in a comprehensive, consistent and robust manner. In addition, all City Council agenda items will include a list of proposed community engagement processes.

3.4. The following definitions apply to the Community Engagement Matrix:

3.4.1. **High Impact: All of Kwinana** means an initiative with a high level of real or perceived impact or risk across the whole local government area (LGA). It may include the development or review of a Council strategy, or change to an LGA-wide amenity or service.

3.4.2. **High Impact: Local** means an initiative with a high level of real or perceived impact or risk to one or more suburbs or user groups. It may include a change to a local or niche amenity or service.

3.4.3. **Lower Impact: All of Kwinana** means an initiative with a lower level of real or perceived impact or risk across the whole local government area. It may include a minor change to an LGA-wide amenity or service, such as a minor improvement to an amenity or the rescheduling of an activity.

3.4.4. **Lower Impact: Local** means an initiative with a lower level of real or perceived impact or risk to one or more suburbs or user groups. It may include a minor change to a local or niche service or amenity, such as a minor improvement to an amenity or the rescheduling of an activity.

3.4.5. **World Cafe** means a conversational leadership method created by the World Cafe Community Foundation (see www.theworldcafe.com).

	HIGH IMPACT: ALL OF KWINANA	HIGH IMPACT: LOCAL	LOWER IMPACT: ALL OF KWINANA	LOWER IMPACT: LOCAL
INFORM: To provide the community with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.				
Briefing, public	Optional	Optional	Optional	Optional
Briefing, stakeholders	Essential	Essential	Optional	Optional
Display at site (if applicable)	Essential	Essential	Optional	Optional
Email distribution	Essential	Optional	Optional	Optional
Flyers	Optional	Optional	Optional	Optional
Phone calls, automated	Optional	Optional	Optional	Optional
Phone calls, personal	Optional	Optional	Optional	Optional
Letterbox distribution	Optional	Optional	Optional	Optional
Mail out	Optional	Optional	Optional	Optional
Media release	Essential	Essential	Essential	Optional
Notice in local newspaper	Essential	Essential	Essential	Optional
Notice in newsletter	Essential	Essential	Essential	Optional
Posters	Optional	Optional	Optional	Optional
SMS distribution	Optional	Optional	Optional	Optional
Social media post, paid	Essential	Optional	Optional	Not applicable
Social media post, non-paid	Optional	Optional	Optional	Optional
Website post	Essential	Essential	Essential	Optional
CONSULT: To obtain community feedback on analysis, alternatives and/or decisions.				
Call for submissions	Essential	Essential	Optional	Not applicable
Community art project	Optional	Optional	Optional	Optional
Community event, integration into existing	Optional	Optional	Optional	Optional
Community event, standalone	Optional	Optional	Not applicable	Not applicable
Focus group meetings	Optional	Optional	Optional	Not applicable

	HIGH IMPACT: ALL OF KWINANA	HIGH IMPACT: LOCAL	LOWER IMPACT: ALL OF KWINANA	LOWER IMPACT: LOCAL
Hotline	Optional	Optional	Not applicable	Not applicable
One-on-one meetings	Optional	Optional	Optional	Optional
Online discussion forum	Optional	Optional	Optional	Optional
Online feedback form	Optional	Optional	Optional	Optional
Phone calls, automated	Optional	Optional	Optional	Not applicable
Phone calls, personal	Optional	Optional	Optional	Not applicable
Public meeting	Optional	Optional	Optional	Not applicable
Stall at high-traffic location	Optional	Optional	Optional	Not applicable
Suggestion box	Optional	Optional	Optional	Optional

INVOLVE: To work directly with the community throughout the process to ensure that community concerns and aspirations are consistently understood and considered.

Community art project	Optional	Optional	Optional	Optional
Community committees	Optional	Optional	Not applicable	Not applicable
Community forum	Optional	Optional	Optional	Optional
Polling, mail survey	Optional	Optional	Optional	Optional
Polling, online survey	Optional	Optional	Optional	Optional
Polling, phone survey	Optional	Optional	Optional	Optional
Site meeting (if applicable)	Optional	Optional	Optional	Optional
Stakeholder workshops	Optional	Optional	Optional	Optional

COLLABORATE: To partner with the community in each aspect of the decision including the development of alternatives and the identification of the preferred solution.

Community reference group	Optional	Optional	Not applicable	Not applicable
Community summit	Optional	Optional	Not applicable	Not applicable
Joint advisory committee	Optional	Optional	Not applicable	Not applicable
Specialist panel	Optional	Optional	Not applicable	Not applicable
World Cafe	Optional	Optional	Not applicable	Not applicable