

COMMUNITY ENGAGEMENT POLICY

1.0 PURPOSE

Canterbury-Bankstown Council (Council) is committed to ongoing and meaningful engagement with its community and stakeholders. The Policy outlines the principles and activities that will guide our community engagement practices to ensure they effectively contribute to Council's decision-making process.

2.0 SCOPE

The Community Engagement Policy applies to all Councillors, Council staff, contractors and consultants undertaking engagement on behalf of Council.

3.0 POLICY STATEMENT

Council is committed to engaging with its community and stakeholders through a two-way consultation process that is conducted in an open, transparent and consistent manner to foster collaboration, cooperation, and increase their understanding on issues that affect them.

Council recognises that a clear standard of consultation should be undertaken that is appropriate with the nature, complexity and level of impact of the issues(s) or project involved. This Policy outlines the principles and activities that will guide the planning, design, implementation and evaluation of community engagement practices at Council and will be supported by operational procedures and documentation.

3.1 Community engagement principles

To ensure good governance and effective community representation in Council's decision making process, Council will seek the views of the community and stakeholders, and communicate clearly about matters that affect them.

Council has adopted the following community engagement principles:

1. The community will be well informed on all issues that may directly or indirectly affect them.
2. The community will be actively encouraged to participate in Council's decision making and policy development process.
3. The community will be provided with an appropriate opportunity to voice their opinions, concerns or interest in matters that affect them.
4. Information provided by Councillors and Council staff during consultation will be objective, accurate and accessible.
5. Council will consider the community's input as part of the decision making process, report the outcomes of its community engagement, and report the reasons for its final decision.

6. Council will use the International Association for Public Participation Australasia (IAP2) Community Engagement Spectrum as its base model for engagement. In line with this, Council will use a variety of methods for its engagement, ensuring the chosen method is appropriate to the project and the needs of the affected community.

3.2 When will Council undertake community engagement?

Council will undertake community engagement in the following circumstances:

- i. In response to issues raised by the community.
- ii. Where proposed changes to facilities or services will impact on the community; including service and program planning, development or implementation.
- iii. Where site specific matters and events are considered to be of major community significance.
- iv. In planning the strategic direction of Council.
- v. When required by law, policy or agreement with a government agency or statutory body.

3.3 Legislative compliance

Council is committed to acting in accordance with its legislative obligations and will ensure accurate records are maintained and managed according to Council's Records Management Policy. Additionally, Council will take all reasonable steps to protect the privacy of those partaking in community engagement activities in line with Council's Access to Information Policy.

4.0 RELATED RESOURCES

4.1 Legislation

- *Local Government Act 1993*
- *Local Government Amendment (Governance and Planning) Bill 2016*
- *Environmental Planning and Assessment (EPA) Act 1979*
- *State Records Act 1998*
- *Government Information (Public Access) Act 2009*
- *Privacy and Personal Information Protection Act 1998*

4.2 Associated Documents

- Community Engagement Strategy (currently under development)
- Access to Information Policy
- Records Management Policy

4.3 Definitions

Communication The provision of information by Council to its community and internal or external stakeholders.

Community

Community refers to the people who have a stake and interest in the Canterbury-Bankstown Local Government Area (LGA) and includes, people who:

- live, work, study or conduct business in Council's LGA.
- visit, use or enjoy the services, facilities and public places located within Council's LGA.

***Community
Engagement***

The involvement of the community in the decision making process of Council, where the community is encouraged to provide feedback on a range of issues that affect them.

Stakeholder

Business representatives, professional associations, other levels of government and government agencies who have an interest or are impacted by the decisions of Council.

5.0 POLICY OWNER

Manager Community Engagement and Events.

6.0 AUTHORISATION

Adopted by Canterbury-Bankstown Council on 28 March 2017.