

Council believes that effective community engagement delivers genuine benefits by ensuring our residents are properly informed and their views, needs and concerns are understood when decisions are made.

Here's a guide to how it works and how you can be part of it.



How to get involved

Residents are advised of community engagements through local and social media, pop-ups at community events, flyers, posters and sometimes directly by mail.

Subscribing to Council's social media services is a great way to be informed.

You can also go to yoursay.redland.qld.gov.au, where you will find information about Council's latest engagements, as well as project updates. Depending on the project, you could read Frequently Asked Questions or take a survey or participate in an online forum.

yoursay.redland.qld.gov.au



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your say,

Join the conversation

Your guide to Redland City Council community engagement





Community engagement

Getting to know each other

Community engagement fosters a strong working relationship between Council and the community, providing residents with opportunities to get up-to-date information on matters of importance to them and giving Council an insight into community expectations to inform decision making.

Investing in good outcomes

Redland City Council values effective community engagement.

Council's community engagement is guided by the International Association for Public Participation (IAP2), an independent membership-based peak body.

Broadly, the IAP2 defines different levels of community engagement – Inform, Consult, Involve, Collaborate and Empower – and provides Council with a blueprint for determining which is most appropriate for specific issues.

Council aims to deliver effective and targeted engagement which:

- clearly articulates the purpose and goals of the engagement;
- sets clear community expectations on the level of engagement and explains how input will inform decision making;
- ensures information and communications are timely and accurate, and
- ensures that communities are well represented, included and meaningfully engaged.

On higher-level engagements, Council identifies the data we need from the community that would benefit decision making. For example, in the case of a new playground we may ask what equipment residents would like to see.

Q&As

Q: So how does it work?

A: Every community engagement is unique and so each is tailored to the specific issue. Sometimes it may simply involve providing accurate and timely information to help residents understand a problem, the alternatives, opportunities and the solutions that Council is working on. On other issues, Council may need residents' participation and feedback to inform the path that it takes and will host forums, workshops and information sessions, as well as seek residents' contributions through surveys etc.

Q: Why does Council engage on some issues and not others?

A: Community engagement does not replace Council's responsibility for decision making and it would not be practical for Council to go to community consultation on every issue which comes before it. Rather, it is there to enhance Council's decision making processes.

Q: What happens to my feedback?

A: The information that is gathered during engagement is presented in a report. This consultation report does not include recommendations, just the feedback, insights and observations gathered. This report is then considered by Council's project area in preparing design briefs or strategies and, in some cases, reports, presentations or recommendations to Councillors for noting or decisions. On complex issues with significant impacts across Redlands Coast, Council may also opt to form a Citizens' Advisory Panel of key stakeholders to make recommendations.

Q: Why did Council make a decision that went against my feedback?

A: In such a diverse community as ours, there will often be competing interests and sometimes there is no solution that pleases everyone. Council will always act in good faith with all involved, and aims to deliver a genuine, transparent and thorough community engagement process. Your feedback is vital to that process.