

Community Engagement Policy

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Approved by:	General Meeting
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Version:	6

Head of Power

Local Government Act 2009 – s.4(2) The local government principles are-

- (a) transparent and effective processes, and decision-making in the public interest; and
- (c) democratic representation, social inclusion and meaningful community engagement

s.104(5) The system of financial management established by a local government must include–

- (a) the following financial planning documents prepared for the local government –
- (b) a 5-year corporate plan that incorporates community engagement.

Policy Objective

To ensure effective and efficient community engagement that delivers quality decision-making in Redlands Coast, that ensures the community is informed, has opportunities to contribute to decision making in the areas of services, facilities, infrastructure, policy and planning and is educated about matters that impact on their lives.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to purposeful engagement that is:

- Done in good faith.
- Underpinned by values defined by the International Association of Public Participation.
- Decision orientated.
- Driven by clear goals.
- Clearly articulates the purpose and goals of the engagement and sets clear stakeholder expectations on how their input is used in making a decision.
- Ensures information and communication is timely and accurate.
- Involves community and other stakeholders affected by a decision.
- Targets the ways in which we engage with the community to acknowledge community diversity.
- Uses tools to ensure that communities are demographically represented, socially included and meaningfully engaged in decisions that affect them.

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- Collaborates with other agencies to coordinate community engagement at local and regional levels.
- Measures the effectiveness of community engagement activities.
- Reports on community engagement activities.

Definitions

Term	Definition
Community engagement	The process of sharing information and engaging members of the community about their views. Redland City Council bases its engagement methodology on the five levels of community engagement identified by the International Association of Public Participation (IAP2), which are: (c) inform (d) consult (e) involve (f) collaborate (g) empower
Community engagement spectrum	Encompasses a range of activities extending from informing the community of change; providing the community opportunity to comment on a range of alternatives; through to empowering the community to make a final decision. Increasing participation by the community increases the expectation by the community that their input will be used to influence the decision.
Communities of interest	Are defined as individuals; groups of individuals, organisations or political entities and other stakeholders that have an interest in the outcome of a decision. This can include residents; rate payers; businesses; interest groups; and may include other levels of government. These stakeholders may have a diversity of interests and can be impacted by a decision in different ways.

Associated Documents

Community Reference Groups Administrative Directive ([A241656](#))
 Strong Communities Administrative Directive ([A3160286](#))
 Planning Act 2016
 Redlands 2030 Community Plan
 Corporate Plan 2018-2023
 Annual Report

Document Control

Only Council can approve amendments to this document by resolution of a Council Meeting, with the exception of administrative amendments which can be approved by the relevant ELT member. Refer to *Policy Instrument Development Manual* for an explanation on administrative amendments ([A4063988](#)).

Any requests to change the content of this document must be forwarded to relevant Service Manager(s). Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Control

Version number	Date	Key Changes
4	December 2016	Head of power

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		<ul style="list-style-type: none"> Updated head of power and legislative context in line with <i>Local Government Act</i> <p>Supporting documents</p> <ul style="list-style-type: none"> Inclusion of IAP2 as a supporting document Included Redland 2030 Community Plan as a supporting document Moved POL-3087 (Strong Communities) to related document <p>Policy Statement</p> <ul style="list-style-type: none"> Included IAP2 definition of purposeful engagement Reframed previous policy statement under new section titled “Effective Engagement” <p>Related documents</p> <ul style="list-style-type: none"> Included POL-3003 (community reference groups) as a related document POL-3087 (strong communities) now listed as supporting document
5	June 2017	<p>New supporting documents</p> <ul style="list-style-type: none"> Inclusion of the new <i>Community Engagement Procedures 2017 and the Planning Act 2016</i> which emphasises the importance of community engagement for state planning schemes.
6	October 2019	<p>Updates as required under policy framework review:</p> <p>Head of power</p> <ul style="list-style-type: none"> Updated head of power and legislative context in line with <i>Local Government Act 2009</i> <p>Policy Objective</p> <ul style="list-style-type: none"> Revise policy objective to be concise <p>Policy Statement</p> <ul style="list-style-type: none"> Move and include IAP2 definition of purposeful engagement <p>Associated Documents</p> <ul style="list-style-type: none"> Move and include Redlands 2030 Community Plan Remove Guidelines for community engagement and Community Engagement procedures. <p>Added Document Control</p> <p>Administrative amendments</p> <ul style="list-style-type: none"> Formatting corrections Wording changes