

# Community Engagement Policy

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Approved by:	General Manager Organisational Services
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## Head of Power

### **Local Government Act 2009**

#### Chapter 1 Preliminary

- Section 4 Local Government principles underpin this Act  
(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

#### Chapter 4 Finances and accountability

- Section 104 Financial management systems  
(5) The system of financial management established by a local government must include–
  - the following financial planning documents prepared for the local government –
  - a 5-year corporate plan that incorporates community engagement.

## Policy Objective

To ensure effective and efficient community engagement that supports 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 providing services that deliver our community's shared vision and collective aspirations; *Naturally wonderful lifestyle. Connected community. Embracing opportunities.* We are a values led organisation and our organisational values encapsulate what we care about, influence how we operate and support our mission: Make a difference, make it count.

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 or community 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.

# Community Engagement Policy

- Uses tools to ensure that communities are demographically represented, socially included and meaningfully engaged in decisions that affect them.
- 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	<p>A planned process of sharing information and engaging members of the community about their views to inform decisions about Council policies, programs, projects and where required for regulated statutory compliance. Redland City Council bases its engagement methodology on the International Association of Public Participation (IAP2) community engagement spectrum, which outlines 5 levels of community engagement:</p> <ul style="list-style-type: none"> <li>• inform</li> <li>• consult</li> <li>• involve</li> <li>• collaborate</li> <li>• empower</li> </ul>
Community engagement spectrum	<p>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.</p>
Communities	<p>A group of people who are connected by place, interest, affiliation, demographic or other characteristics.</p> <ul style="list-style-type: none"> <li>• Communities of place represent people who are connected by the area in which they live, work and/or visit. For example, people who live in the same street, neighbourhood, or suburb; or businesses located in a precinct or area.</li> <li>• Communities of interest represent people who have a shared interest. For example, the environment, history, or active transport.</li> <li>• Communities of affiliation represent people who are members of the same group or club. For example, members of a, sporting club, church group, cultural group (Aboriginal Cultural Heritage Authority), community group (Lions, Rotary etc.) or volunteer organisation (SES, Rural Fire etc.).</li> <li>• Demographic communities represent groups within the population that share specific characteristics. For example, age, gender, LGBTIQ+, culturally and linguistically diverse people, First Nations or people with disability.</li> </ul>

# Community Engagement Policy

## Associated Documents

Community Reference Groups Administrative Directive ([A241656](#))  
 Strong Communities Administrative Directive ([A3160286](#))  
 Planning Act 2016  
 Our Future Redlands – A Corporate Plan to 2026 and Beyond  
 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	<p><b>Head of power</b></p> <ul style="list-style-type: none"> <li>Updated head of power and legislative context in line with <i>Local Government Act</i></li> </ul> <p><b>Supporting documents</b></p> <ul style="list-style-type: none"> <li>Inclusion of IAP2 as a supporting document</li> <li>Included Redland 2030 Community Plan as a supporting document</li> <li>Moved POL-3087 (Strong Communities) to related document</li> </ul> <p><b>Policy Statement</b></p> <ul style="list-style-type: none"> <li>Included IAP2 definition of purposeful engagement</li> <li>Reframed previous policy statement under new section titled “Effective Engagement”</li> </ul> <p><b>Related documents</b></p> <ul style="list-style-type: none"> <li>Included POL-3003 (community reference groups) as a related document</li> <li>POL-3087 (strong communities) now listed as supporting document</li> </ul>
5	June 2017	<p><b>New supporting documents</b></p> <ul style="list-style-type: none"> <li>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.</li> </ul>
6	October 2019	<p>Updates as required under policy framework review:</p> <p><b>Head of power</b></p> <ul style="list-style-type: none"> <li>Updated head of power and legislative context in line with <i>Local Government Act 2009</i></li> </ul> <p><b>Policy Objective</b></p> <ul style="list-style-type: none"> <li>Revise policy objective to be concise</li> </ul> <p><b>Policy Statement</b></p> <ul style="list-style-type: none"> <li>Move and include IAP2 definition of purposeful engagement</li> </ul> <p><b>Associated Documents</b></p> <ul style="list-style-type: none"> <li>Move and include Redlands 2030 Community Plan</li> <li>Remove Guidelines for community engagement and Community Engagement procedures.</li> </ul> <p><b>Added Document Control</b></p> <p><b>Administrative amendments</b></p> <ul style="list-style-type: none"> <li>Formatting corrections</li> </ul>

# Community Engagement Policy

		<ul style="list-style-type: none"> <li>• Wording changes</li> </ul>
7	March 2022	<ul style="list-style-type: none"> <li>• Administrative update to include reference to new Corporate Plan</li> </ul>
8	January 2024	<ul style="list-style-type: none"> <li>• Head of Power and legislative context updated in line with <i>Local Government Act 2009</i></li> <li>• Associated Documents updated to reflect new Corporate Plan - <i>Our Future Redlands – A Corporate Plan to 2026 and Beyond</i>.</li> <li>• Definitions updated. Communities of Interest to a definition of Communities, that includes communities of interest, place, affiliation, demographics and other characteristics.</li> <li>• Minor refining of definition of Community Engagement, to include when it is employed by Council</li> </ul>