

# COMMUNITY ENGAGEMENT

ES310



NARRANDERA SHIRE COUNCIL POLICY

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## COMMUNITY ENGAGEMENT



<b>Policy No:</b>	<b>ES310</b>
<b>Policy Title:</b>	<b>Community Engagement</b>
<b>Section Responsible:</b>	<b>Executive Services</b>
<b>Minute No:</b>	<b>14/363</b>
<b>MagiQ No:</b>	<b>8392</b>
<b>Next Review Date:</b>	<b>2018 or As Required</b>

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### **Objective**

Narrandera Shire Council is committed to informing the community about Council decisions, and engaging with residents during the development of plans, policies and projects that have the potential to affect the Narrandera Shire community. Community engagement will be undertaken in a planned manner.

The purpose of community engagement is to work with identified groups of people or individuals that may be affected by a particular decision or activity. The engagement process works collaboratively to identify and consider issues affecting the individuals or groups before decisions are made.

Community engagement ranges from informing the public (e.g. sending letters to residents affected by road works in their street) through to involving people in establishing local priorities (e.g. *the Community Strategic Plan*).

### **Scope**

The Community Engagement Policy is to be read in conjunction with the Community Engagement Procedure.

Directors and Managers are to ensure all strategic planning and major projects, programs and new initiatives are assessed using the Community Engagement Procedure to determine the level of community engagement required.

This process is to be used when planning the year's works program, service programs and exhibition scheduling. This is to be undertaken for less significant projects where risks are identified and/or where there is a requirement to assess and understand community needs.

### **Definitions**

*IAP2 International Association of Public Participation*

*'Public participation' means to involve those who are affected by a decision in the decision-making process. It promotes sustainable decisions by providing participants with the information they need to be involved in a meaningful way, and it communicates to participants how their input affects the decision (source: IAP2 - Australasia).*

## **Content**

The Community Engagement Policy establishes the importance of community consultation and identifies relevant reference documentation.

Community engagement is also referred to as 'public participation'.

## **Roles and Responsibilities**

Executive Services Executive Officer

## **Related Legislation/Guidelines/Narrandera Policies and Associated Procedures**

- The Community Engagement Policy is to be read in conjunction with the Community Engagement Procedure, and is based on IAP2 guidelines.
- The Media and Communications Policy

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## **Policy History**

New Policy prepared in 2014.

Community Engagement Procedure is attached to this Policy.

Endorsed by ELT                      30 June 2014

Adopted by Council                10 December 2014

Reviewed                            type full date

Amended                            tba



Signed:                      Chief Executive Officer

Date: 12 December 2014

<b>PROCEDURE NAME</b>	Community Engagement
<b>DIRECTORATE</b>	Executive Services

## **PURPOSE**

The Community Engagement Procedure is to support the Community Engagement Policy and provides step by step direction to determine the level and type of community engagement to be undertaken by Narrandera Shire staff.

## **SCOPE**

The Procedure applies to all Council staff.

Directors and Managers are to ensure all strategic planning and major projects, programs and new initiatives are assessed using the procedure to determine whether community engagement is required.

The Community Engagement Procedure should be used for:

- planning the year's works program,
- one-off projects,
- service programs or service reviews,
- reviews of policies, procedures and strategies,
- exhibition scheduling,
- or less significant projects where risks are identified and community needs must be understood.

Community engagement may also be referred to as public participation.

## **DEFINITIONS**

*IAP2* International Association of Public Participation

*'Public participation'* means to involve those who are affected by a decision in the decision-making process. It promotes sustainable decisions by providing participants with the information they need to be involved in a meaningful way, and it communicates to participants how their input affects the decision (*source: IAP2 - Australasia*).

## **REFERENCES**

The Community Engagement Procedure is to be read in conjunction with the Community Engagement Policy, and is based on IAP2 guidelines.

## ACTIVITY

### Step 1

Please list all of the individuals and groups potentially affected by this project / program (i.e. the stakeholders). Consider each of these stakeholders as you answer the questions in Step 2.

### Step 2

Please answer the following questions and add up the total score.

#### TITLE OF PROJECT:

Please indicate either 1 – 5 from the scale below:

← 1	2	3	4	5 →
Not applicable to my project	No	I don't know	Maybe	Yes

Question		Response from scale	Comment
1	Do you need to understand the community's needs and / or ideas?		
2	Does the project / program have the potential to impact on Council's reputation, positively or negatively?		If yes, how?
3	Is there a potential for community interest?		
4	Has this issue / project been controversial in the past?		If yes, how?
5	Does this issue or physical location have a history or sensitivity?		If yes, what history?
6	Is there a likelihood of a particular group being interested in the matter?		If yes, name group(s)
7	Is there a potential impact on vulnerable or minority groups?		If yes, what is this impact?
8	Is there a regulatory requirement for community engagement on this matter?		If yes, which legislation and sections?
9	Does the project / program have potential financial implications that may impact on <b>stakeholders</b> ?		If yes, estimate the \$\$\$ impact.
10	Does the project / program have potential financial implications that may impact on <b>Council</b> ?		If yes, estimate the \$\$\$ impact.
11	Is there potential disruption for		

	stakeholders?		
12	Is there potential for stakeholders to perceive that they will be disadvantaged by this project/initiative?		
13	Will stakeholders have additional obligations /responsibilities as a result of this project/initiative?		
14	Is there political interest at local, state or federal level?		
15	Has there been media interest so far?		
16	Is there a key motivational driver for this project?		If yes, please name
17	Has there already been interest in this project so far?		If yes, please comment
<b>TOTAL</b>			
Note: Does the project meet the criteria for a Division of Local Government (DLG) Capital Expenditure review? (cost is > 10% of annual rates revenue)		If yes, the DLG requires evidence of community engagement, regardless of score above.	

### Step 3

Discuss your responses with your colleagues and Director to determine whether community engagement may be required, and if so, the level of engagement necessary (as identified through the IAP2 Spectrum of Public Participation).

<b>SCORE</b>	<b>ACTION</b>
<40	Consider any questions that scored a '5', and assess level of engagement required, (consult IAP2 Spectrum of Public Participation). Present your responses to Step 1, 2 and 3 to your Manager and Director for sign off, action and / or filing in TRIM.
40-50	Community / stakeholder engagement may be required. Consider any questions that scored a '5', and assess level of engagement required, (consult IAP2 Spectrum of Public Participation in the Procedure). Discuss with Director to determine engagement type.
50+	Community / stakeholder engagement is required. Discuss with colleagues to determine engagement type. (consult IAP2 Spectrum of Public Participation in the Procedure). Provide this recommendation to your Manager for approval, and advise the Director.

Use the Community / Stakeholder Engagement template to develop your plan.

### RELEVANT LEGISLATION, GUIDELINES and POLICIES

Community Engagement Policy

Community / Stakeholder Engagement Plan Template

## AUTHORISATION

<b>Status</b>	<b>Committee</b>	Include date approved or not required
	<b>ELT</b>	Date approved
	<b>Council</b>	14 October 2014
<b>Owner</b>	Executive Services Executive Officer	
<b>History</b>	New Policy	
<b>Register</b>	This procedure is included in the Internal Policy and Procedure Register	
<b>Last issued</b>	N/A	<b>Review</b> 2018 or As Required
<b>TRIM REFERENCE ED/45-</b>		

## **Name of Community / Stakeholder Engagement Plan**

Prepared by:  
General Manager

Prepared: Judy Charlton  
Approved by ELT: 30 June 2014  
Adopted by Council:\*\*\*\*\* 2014



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**Narrandera Shire Council  
COMMUNITY / STAKEHOLDER ENGAGEMENT PLAN**

**BASELINE DATA**

**Community / Stakeholder Engagement Outcome**

(What do you need to achieve? - identify specific goals)

**Project Overview**

Insert Text

**Scope and Timeline**

Insert Text

**Summary of stakeholders and issues**

Stakeholder groups	Issues they will be concerned about

**Process**

Process Steps	Comments
1. Brief outline of the engagement	Insert Text
2. Gather information – how?	Insert Text
3. Establish decision criteria (if appropriate)	Insert Text
4. Develop and evaluate options (if appropriate)	Insert Text
5. Make recommendation (if appropriate)	Insert Text
6. Inform stakeholders of outcome following Management and/or Council decision	Insert Text

## Community Engagement Process – Level of engagement

The level of community engagement may vary at each step. The level of engagement is identified and the process summarised below:

Decision Process Steps					
Step 1 Outline of engagement	Step 2 Gather Information	Step 3 Establish Decision Criteria (if appropriate)	Step 4 Develop and evaluate options (if appropriate)	Step 5 Make recommendation (if appropriate)	Step 6 Inform stakeholders of outcome
Insert text relative to spectrum	Insert text relative to spectrum	Insert text relative to spectrum	Insert text relative to spectrum	Insert text relative to spectrum	Insert text relative to spectrum

### Level of Engagement as per the IAP2 Spectrum

INFORM      CONSULT      INVOLVE      COLLABORATE      EMPOWER



#### INFORM

- Sharing information between council, community members, community groups and agencies to come to a mutual understanding on an issue. Everyone is informed and able to take responsibility for their own decisions and actions.

#### CONSULT

- Sharing information, questions or positions to obtain ideas, feedback and knowledge or to assist stakeholders to have an understanding of objectives and expectations.

#### INVOLVE

- Building connected networks and relationships, ownership and trust through active involvement

#### COLLABORATE

- Partnering with community groups to support action, including developing alternatives and identifying a preferred solution.

#### EMPOWER

- Individuals and communities have capacity to understand risk, accept responsibility and implement initiatives.

### Information required by the community

Based on the engagement process, it is anticipated that the following information will be required by the community:

- 

### Input needed from the community

For community engagement to work effectively, Narrandera Shire Council requires input from the community, which can be provided in the following ways:

- 

## TECHNIQUES FOR THE LEVEL OF ENGAGEMENT CHOSEN AT EACH STEP

### Detailed description of the techniques that may be used

As the information sought and the level of engagement desired will vary at different steps throughout the community engagement process, a range of techniques can be used.

Determine the most appropriate techniques for your engagement

Engagement name	Techniques that may be used	Communication Methods to be used at each stage
Gather information	Insert Text	
Establish decision criteria (if appropriate)	Insert Text	
Develop and evaluate options (if appropriate)	Insert Text	
Make recommendation (if appropriate)	Insert Text	
Inform stakeholders of outcome	Insert Text	

## SUPPORT ELEMENTS

### Project Schedule

Insert Text

## **Budget**

Insert Text

## **Personnel Roles and Responsibilities**

Insert Text

## **Operational Details**

Insert Text

## **Communication Plan**

A communications plan will need to accompany this engagement plan. This describes how information will be disseminated about the plan and for the various techniques.

## **EVALUATION PLAN FOR COMMUNITY ENGAGEMENT PROCESS**

A review will be undertaken at the conclusion of the community engagement process and should answer the following:

1. The process - Did we identify the correct stakeholders, were their needs met, were the correct techniques selected and were they implemented correctly?
2. The outcome – What was the result, were the public satisfied, what was their impact on the decision-making process, what was the program's overall value and what did we learn?