Community Engagement

Head of Power

Local Government Act 2009
Corporate Plan 2009-2014

Objective

To establish a framework to guide Council’s community engagement processes and activities.

Definitions/Application

Definitions
“Community” refers to Moreton Bay Regional Council residents, and other users of Council’s services and assets.

“Engagement” refers to interactions between governments, citizens and communities on a wide range of policy, program and service issues to inform decision making and develop partnerships.

“Council Officer” encompasses all staff including permanent full-time, part-time, contract, casual and in-house consultants.

Application

The planning of Council’s community engagement processes and activities will be guided by legislative requirements and implemented through Council’s Community Engagement Directive and Toolkit.

Policy Statement

This policy provides Moreton Bay Regional Council with a framework to guide the appropriate engagement of the community in Council projects, programs and the development and amendment of Council’s community plan.

Underpinning this policy is Section 4.2 of the Local Government Act 2009 which requires Council to adhere to the local government principles of democratic representation, social inclusion and meaningful community engagement.

In addition to the legislative requirements, Moreton Bay Regional Councils’ five (5) corporate values provide the foundation from which Council’s engagement activities will be based. These values include:

- Respect
- Service
- Integrity
- Teamwork
- Sustainability

Under this policy, Council’s engagement activities will be carried out in accordance with an engagement spectrum endorsed by the Local Government Association of Queensland through their Community Engagement Policy (LGAQ Policy 2.3.1, 2009). This spectrum identifies three (3) levels of engagement that can be used depending on the purpose of the engagement and the nature of each situation. These levels are:

1. “Information: To provide the public with balanced and objective information on decisions, policies, plans and strategies.
2. **Consultation:** To obtain public feedback on analysis and alternatives to inform a decision.

3. **Participation:** Is made up of several parts:
   - **Involvement:** To work directly with the public so that community concerns are consistently understood and considered.
   - **Collaboration:** To partner with the public in each aspect of the decision process – including the development of alternatives and identification of a solution.
   - **Empowerment/delegation:** To place a final decision in the hands of the community.

Under this policy Council will:

1. Undertake appropriate and purposeful engagement with the community.
2. Adopt a consistent and transparent approach to the conduct of community engagement processes.
3. Recognise the different communication and engagement needs of diverse communities within the Moreton Bay region.
4. Where appropriate, collaborate with other agencies to coordinate engagement activities at local and regional levels.
5. Provide training opportunities for Council officers in the delivery of engagement activities.
6. Adopt a continuous improvement approach to Council’s engagement processes by regularly monitoring and measuring the effectiveness of Council engagement activities.
7. Maintain a record of Council’s engagement processes and activities.

### Review Triggers

This Policy is reviewed internally for applicability, continuing effect and consistency with related documents and other legislative provisions when any of the following occurs:

1. The related documents are amended.
2. The related documents are replaced by new documents.
3. Amendments which affect the allowable scope and effect of a Policy of this nature are made to the head of power.
4. Other circumstances as determined from time to time by a resolution of Council.

Notwithstanding the above, this Policy is to be reviewed at least once every two years for relevance and to ensure that its effectiveness is maintained.

### Responsibility

This Policy is to be:

1. Implemented by all Officers; and
2. Reviewed and amended in accordance with the "Review Triggers" by the Manager Community Services, Planning and Development in consultation with all stakeholders.

### Version Control

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### Related Links:

- Community Engagement Policy Directive