

Community Engagement Procedure

Procedure Author	General Manager – Strategy & Corporate
Date of next review	May 2023

1. Purpose

This procedure outlines the processes to be followed when planning for and delivering community engagement activity on behalf of Council.

2. References and Supporting Documentation

This Procedure should be read in conjunction with the Community Engagement Policy.

- Issues and Stakeholder Analysis Template
- Community Engagement Plan Template

3. Application

Senior Managers	Responsible for determining the need for community engagement or public consultation and ensuring that any legislative requirements for consultation are met.
Employees with community engagement responsibilities	Plan, prepare and deliver community engagement activities.
Engagement and Insights	Review documentation and provide advice and support in determining the level of engagement and preparing and planning for engagement activities. Coordinate community engagement information on Council's online engagement platform.
Council Members	Responsible for endorsing the Community Engagement Plan for high impact/risk matters.

4. Procedure

4.1 Determining the need for undertaking community engagement or consultation

- 4.1.1 Senior Managers will assess and determine whether community engagement is required as part of a project or decision making process. They will consider the scale and impact of the project or decision, whether there is likely to be significant community interest, the economic, social, environmental or cultural importance of the matter, the scale of expenditure on a large scale project and whether input from the community may meaningfully shape or influence the matter.
- 4.1.2 Relevant senior managers will ensure that any matter that has legislative requirements for consultation is delivered and legislative requirements met.

4.2 Determining the level of engagement required

- 4.2.1 Relevant employees will complete the Issues and Stakeholder Analysis Template to determine the level/s of engagement required for both legislative and other proposed community engagement. The analysis considers nature of the issue, degree of community impact, community expectations, competing values, scale of interest, degree of influence and availability of resources. This will provide an indication of the level of impact/ risk and level of engagement that may be required.
- 4.2.2 Relevant employees will meet with the Engagement and Insights team to review the completed issues and stakeholder analysis to ensure consistency of application and confirm the recommended level of engagement.

4.3 Planning and preparing for community engagement

- 4.3.1 Relevant employees will develop a Community Engagement Plan that clearly sets out the objectives of the engagement, level of engagement, who the stakeholders are, proposed engagement techniques, access and inclusion check, how they will close the loop, timeframes and resources required.
- 4.3.2 For matters that are identified as high risk/impact or above, the Community Engagement Plan will go to the Engagement and Insights team and relevant senior manager for input and review.
- 4.3.3 Any matter that is identified as being high risk/impact or more will require Council resolution of the engagement approach. This will require a Council decision report that includes an overview of the Community Engagement Plan.

4.4 Public consultation process

At a minimum, and subject to the Issues and Stakeholder Analysis referred to in 4.2.1,

- 4.4.1 Where the *Local Government Act, 1999* states that public consultation must take place, Council will publish a notice in a newspaper circulating the local area, describing the matter for which public consultation is required, and invite interested persons to make submissions to the Council. The minimum period for public consultation will be 28 days from the date of the notice; or

- 4.4.2 Where public consultation and community engagement is not mandated by the Act and is undertaken at the discretion of Council, the minimum period for consultation will be 21 days from the date of notice.
- 4.4.3 All details of consultations will be placed on Council's website and/or online engagement platform.
- 4.4.4 Submissions received will be considered as part of the decision making process and will also have regard to any relevant legislation.

4.5 Communication and Coordination

- 4.5.1 Engagement and Insights and Customer Contact will be advised in advance of any community engagement or public consultation activity.
- 4.5.2 All current community engagement and public consultation will be viewable on Council's online engagement platform and/or Council website.
- 4.5.3 Council Members will be advised of any community engagement or public consultation activity via memo prior to any community engagement or public consultation activities commencing.

5. Feedback

Your feedback on this policy is invited and can be directed to the Manager Governance via email to governance@playford.sa.gov.au or by calling the Customer Contact Team on 8256 0333

Administration use only

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Endorsed by	Council
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Version history

Version no.	Approval date	Approval by	Change
1	25 May 2021	Ordinary Council Resolution No. 4628	New Procedure
