

Community Engagement Policy

Policy Owner:	Community and Place
Contact Person:	Director Community and Place
Date of Approval:	TBC

POLICY OBJECTIVE

The purpose of this Policy is to provide guiding principles for community engagement to ensure consistent, meaningful and best practice engagement is carried out within the City of Wanneroo (the City).

POLICY STATEMENT

The City is committed to ensuring engagement provides stakeholders with the opportunity to participate at the appropriate level in the development and review of policies, plans and services and that feedback is provided on the results of the engagement. The Policy ensures stakeholder's comments and concerns are acknowledged and considered, and available for decision-making.

SCOPE

This policy applies to all City staff who deliver services, or undertake projects that impact stakeholders. The City will engage with a variety of stakeholders using a number of different methods appropriate to the level of engagement and in accordance with the City's Community Engagement Framework.

This Policy does not apply to advocacy campaigns and it does not negate the need to adhere to statutory and legal obligations.

CONSULTATION WITH STAKEHOLDERS

This Policy has been developed in consultation with internal service units and the wider community.

The Policy was the subject of an internal Audit in 2016 with recommendations integrated as appropriate.

IMPLICATIONS (Financial, Human Resources)

Each Service Unit that initiates new, or revises existing projects or services, is required to appropriately budget funds and capacity to undertake community engagement.

IMPLEMENTATION**Key Principles**

The City is committed to the following engagement principles:

- Encouraging participation of people who live, work, visit or support the City of Wanneroo;
- Encouraging broad representation from stakeholders within the City of Wanneroo to ensure that a diverse range of views are expressed and considered;
- Minimising barriers to participation;
- Clearly stating the purpose and aims of the engagement, and any associated limitations or constraints;
- Ensuring relevant information is readily available and that it is accurate, comprehensive and easy to understand;
- Clearly defining the engagement period and allowing sufficient time and opportunity for stakeholders to participate;
- Listening, responding and providing feedback to stakeholders about how the information gathered through the engagement process was used to inform the decision or outcome;
- Being efficient, responsible and accountable for each engagement undertaken and the decisions made as a result; and
- Accurate and comprehensive records.

When Not To Engage

Where appropriate and possible, a decision should be delayed to allow time for community engagement, however, engagement is not effective or appropriate, when:

- A final decision has already been made by Council or another agency (however, every attempt should be made to engage prior to the decision being made);
- Council cannot influence a decision being made by another agency or party; and/or
- There is insufficient time available to engage due to legislative or legal constraints, or urgent safety issues.

In these events the City will provide information relating to the reasons why engagement could not occur and why the decision has been made.

In addition, where practicable, no engagement is to take place between the last Council Meeting of the calendar year and the first Council Meeting of the New Year, unless specified by Council, a legislated requirement, or 'business as usual', as with libraries and other community services within the City.

Council

It is important that Elected Members are made aware of engagement occurring within the City where appropriate.

In accordance with the City's Risk Management Methodology, projects that set a direction or define a position for the City, have a high level of media interest, operational and/or financial implications with a high 'Risk Acceptance/Reporting Criteria', are to be considered by Council prior to engagement.

Timeframes for Engagement

In accordance with the City's Risk Management Methodology, for projects that set a direction or define a position for the City, have a high level of media interest, operational and/or

financial implications with a high 'Risk Acceptance/Reporting Criteria', a minimum of 28 days is recommended for engagement.

Statutory Engagement

Where the statutory requirements regarding community engagement are not clear, however the decision being made impacts on the community or other stakeholders, community engagement should be carried out in accordance with this Policy.

ROLES AND RESPONSIBILITIES

Staff undertaking engagement and the relevant Manager/Director have a role and responsibility in planning and implementing community engagement. The Engagement Advisor is available to assist and participate where required.

More detailed information regarding specific roles and responsibilities can be found in the Community Engagement Management Procedure.

DISPUTE RESOLUTION

All internal disputes in regard to the level of engagement required will be referred to the relevant Director in the first instance. In the event that an agreement cannot be reached, the matter will be submitted to the CEO for a ruling. This does not impact Council's ability to elevate levels of engagement where they see necessary.

WHO NEEDS TO KNOW ABOUT THIS POLICY?

All City of Wanneroo Elected Members and Administration need to be aware of this policy and be able to interpret and implement its requirements.

EVALUATION AND REVIEW PROVISIONS

The Community Engagement Policy will be reviewed every two (2) years.

DEFINITIONS

DEFINITIONS: Any definitions listed in the following table apply to this document only.

Advocacy

Advocacy is action intended to influence those who hold government, political or economic authority and to influence public policies, resources and projects to the benefit of any specific affected or interest populations within:

- The City of Wanneroo and/or
- The Regions, including:
 - Adjacent Councils;
 - Greater Perth region;
 - Interface Municipalities

<p>Community Engagement</p>	<p>The term 'Community Engagement' covers the range of activities that the City utilises to encourage the participation of stakeholders in decision-making processes.</p> <p>These processes include the following five levels of community participation:</p> <ul style="list-style-type: none"> • Inform • Consult • Involve • Collaborate
<p>Stakeholder</p>	<p>A Stakeholder is defined as an individual, group, organisation and/or business within the City of Wanneroo that has an interest or concern, or who may be affected by the project or service in question.</p> <p>A stakeholder can either be internally within the organisation, i.e. a particular Service Unit or Directorate, or externally, i.e. an individual, group, organisation or business operating outside of the organisation, but still within the City of Wanneroo.</p>
<p>Statutory</p>	<p>Prescribed or required by statute.</p> <p>This is a legal requirement the City must adhere to.</p>

RELEVANT POLICIES/MANAGEMENT PROCEDURES/DOCUMENTS OR DELEGATIONS

The following documents relate to the planning and delivery of community engagement within the City of Wanneroo:

- Community Engagement Management Procedure
- Community Engagement Framework
- Community Engagement Process
- Engagement Plan template
- Community Engagement Register
- Statutory Requirements for Community Engagement
- Community Engagement Review Template

REFERENCES

IAP2 Public Participation Spectrum

The Public Participation Spectrum aims to provide the City with a guide as to when, and how, to engage with the community in different situations.

IAP2 Quality Assurance Standards

The Quality Assurance Standards are recognised as the international standards for public participation practice. They also provide a process by which the quality of an engagement practice can be measured and benchmarked across the industry.

RESPONSIBILITY FOR IMPLEMENTATION

DIRECTOR COMMUNITY AND PLACE

Version	Next Review	Record No:
26 April 2006 (GS07-04/06)	April 2008	501131
05 April 2011 (CD04-04/11)	February 2014	10/64025
14 October 2014 (CD02-10/14)	October 2016	12/148824[v2]
		12/148824[v3]