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**Community Engagement Policy**

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**Policy Owner:** Place Management, Community and Place  
**Contact Person:** Manager Place Management  
**Date of Approval:** May 2021

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**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 employees who deliver services, or undertake projects that impact the community. The City will engage with a variety of community members and 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 also applies to engagement carried out under the City's Place Approach, but it does not apply to advocacy campaigns or negate the need to adhere to statutory and legal obligations.

**COMMUNITY ENGAGEMENT**

Actively engaging with local communities is a requirement for Councils under the Local Government Act.

This Policy has been developed in consultation with internal service units and the wider community, and is based on the principles for community engagement in the Local Government Act and International Association for Public Participation (IAP2) 'Quality Assurance Standard for Community and Stakeholder Engagement'.

The Policy was the subject of two internal Audits in 2016 and 2020 with recommendations integrated as appropriate.

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**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 where applicable. Engagement requirements and appropriate resourcing can be determined by accessing the Community Engagement Management Procedure and contacting the City's Engagement Advisor.

**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;
- Accurate and comprehensive records; and
- Appropriate resourcing is allocated for effective engagement processes and to address the above listed key principles.

**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 document the reasons why engagement could not occur and why the decision has been made and provide this information to interested parties.

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**

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**

Employees 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?**

The Mayor and all City of Wanneroo Council 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.	
<b>Advocacy</b>	<p>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:</p> <ul style="list-style-type: none"> <li>• The City of Wanneroo and/or</li> <li>• The Regions, including: <ul style="list-style-type: none"> <li>○ Adjacent Councils;</li> <li>○ Greater Perth region; and</li> <li>○ Interface Municipalities.</li> </ul> </li> </ul>
<b>Community Engagement</b>	<p>The term '<b>Community Engagement</b>' 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"> <li>• Inform;</li> <li>• Consult;</li> <li>• Involve;</li> <li>• Collaborate; and</li> <li>• Empower.</li> </ul>
<b>Place Management</b>	<p>Within the City of Wanneroo, Place Management is responding to local community priorities through the coordination of services provided in place, through integrated governance, facilitation, collaboration and leadership approaches.</p>

<p><b>Stakeholder</b></p>	<p>A Stakeholder is defined as an individual, group, organisation business and/or government entity that has an interest or concern, or who may be affected by the project or service in question within the City of Wanneroo geographical area (or surrounding locations).</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, business or government entity operating outside of the organisation, but still has an interest or an association with the City of Wanneroo and/or the City's geographical area.</p>
<p><b>Statutory</b></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 Planning Guide (17/359436\*);
- Community Engagement Management Procedure (14/93368\*);
- Community Engagement Level Matrix (16/361983\*);
- Community Engagement Plan template 17/143943\*;
- Community Engagement Register (16/18564\*);
- Community Engagement Toolkit  
Part A: Engagement Planning (18/170721\*)  
Part B: Engagement Methods (18/170725\*); and
- Statutory Requirements for Community Engagement (16/303523\*)
- Community Led Initiatives and Collaborations Management Procedure (19/368613)
- Community Funding Policy (19/211787)
- Cycle of Council Meetings Guidance Note (19/489469)

## 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 Standard

The IAP2 Quality Assurance Standard is recognised as the international standard for public participation practice. IAP2 also provide a process by which the quality of an engagement practice can be measured and benchmarked across the industry.

## RESPONSIBILITY FOR IMPLEMENTATION

### MANAGER PLACE MANAGEMENT, 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]
25 July 2017 (CP02-07/17)	May 2019	12/148824[v3]
9 April 2019 (CP08-04/19)	May 2021	17/196922[V4]
May 2021	May 2023	17/196922[V10]