

COMMUNITY ENGAGEMENT POLICY

Responsible Directorate:	<i>Community and Place</i>
Responsible Service Unit:	<i>Place Management</i>
Contact Person:	<i>Manager Place Management</i>
Date of Approval:	<i>16 July 2024</i>
Council Resolution No:	<i>CP03-07/24</i>

1. POLICY STATEMENT

The City of Wanneroo (City) is committed to engaging with our diverse community to ensure all people have the opportunity to participate in decision-making and help shape the future of the City.

2. OBJECTIVE AND PURPOSE

Objective

The objective of this policy is to:

- Understand and respond to community needs, to inform the City's decision-making
- Develop meaningful relationships that benefit local communities.

Purpose

The purpose of this Policy is to provide the guiding principles for delivering consistent, meaningful, and best-practice community engagement within the City.

3. KEY DEFINITIONS

DEFINITIONS: Any definitions listed in the following table apply to this document only.	
Advocacy	Action intended to influence those who hold government, political or economic authority and to influence public policies, resources, and projects to the benefit of The City of Wanneroo and/or surrounding regions.
Community Engagement	In the context of this policy, Community Engagement refers to the range of activities and methods that the City utilises to encourage the participation of stakeholders in decision-making processes.

Stakeholder	Stakeholders are people who affect, or can be affected, by the City's business, including employees and community members. Community stakeholders include neighbourhoods, community development groups, citizen associations, environmental groups and both government and non-governmental organisations (NGO's).
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4. SCOPE

This policy applies to all community engagement activities undertaken by the City or by consultants engaged to manage these on the City's behalf.

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

5. IMPLICATIONS

This policy aligns with the following objectives within the Strategic Community Plan 2021 – 2031:

6 ~ A future focused city that advocates, engages and partners to progress the priorities of the community.

6.2 - Actively seek to engage

6.4 - Understand our stakeholders and their needs

Actively engaging with local communities on certain matters is a requirement under the *Local Government Act 2023 (LGA)*. There may also be instances of legislative requirements for the City to engage with the community outside of the LGA.

Where a legislative requirement regarding community engagement exists but is not clear, and the decision being made impacts on the community or other stakeholders, community engagement should be carried out in accordance with this Policy.

The scale of engagement can have major resourcing and cost implications.

6. IMPLEMENTATION

The City's community engagement is guided by best practice principles, informed by the International Association for Public Participation (IAP2).

Key principles

Public participation seeks out and facilitates the involvement of those potentially affected by or interested in a decision. The City is committed to the following engagement principles:

- We encourage and facilitate involvement from a broad range of stakeholders within the City to ensure that a diverse range of views are expressed and considered.
- We actively seek the participation of those affected by or interested in a matter being considered.

- We engage in a respectful and inclusive manner, allowing for the inclusion of diverse voices and perspectives within the community, using accessible formats such as Easy Read, translated material, and face-to-face consultation.
- We provide information that is accurate, easy to understand and accessible to a range of stakeholders, allowing sufficient time and opportunity to participate in a meaningful way.
- We value people's privacy and will ensure reasonable steps are taken when collecting, using, disclosing and handling personal information.
- We are committed to open and transparent decision-making, communicating the results to participants and the public, along with the reasons for decisions.

How the City engages

The City's approach to community engagement is planned and purposeful. The activities, tools and methods used are appropriate to the purpose, level of engagement, resources available and stakeholders impacted.

The level of engagement is considered across five levels of community participation: from *inform* and *consult*, to *involve*, *collaborate*, and *empower*.

When the City engages

Community engagement may occur:

- When required by legislative requirements;
- On developments or changes with potential to impact residents and ratepayers;
- For input into long-term and strategic plans of the City;
- On key projects and strategic issues; and/or
- When requested by the community or Council.

When the City may not engage

There are some situations where community engagement is not effective or appropriate, for example when:

- A decision has already been made by Council;
- 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, 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.

7. ROLES AND RESPONSIBILITIES

Place Management is responsible for ensuring compliance with this policy.

Community engagement activities are an organisation-wide responsibility and are undertaken across all City service areas.

For major projects with significant strategic, financial or operational implications, the recommended community engagement approach will be included as part of standard council reporting along with any additional resourcing and budget requirements.

8. DISPUTE RESOLUTION (if applicable)

All disputes in regard to this policy will be referred to the Director Community and Place in the first instance. In the event that an agreement cannot be reached, the matter will be submitted to the CEO for a ruling.

9. EVALUATION AND REVIEW

The Community Engagement Policy will be reviewed every two (2) years, or in accordance with any legislative changes prior to this date. Ongoing evaluation will be carried out at the project level, with the City's approach and key strategic projects audited to measure overall performance.

10. RELATED DOCUMENTS

Local Government Amendment Act 2023 (*Including Community Engagement Charter and Community Survey (Under development)*)

Community Engagement Framework (*Public version under development*)

Project Management Framework

Aboriginal Heritage Act 1972

Aboriginal and Torres Strait Islander Engagement Approach

National Principles for Child Safe Organisations (*Under development*)

Privacy Policy

Our Customer Service Commitment

ICT Security Policy

11. REFERENCES

- Place Strategy 2023 – 2027
- Social Strategy 2019
- Reconciliation Action Plan 2023-2025
- Community Development Plan 2021/22 – 2025/26
- Communications Strategy & Brand Strategy
- [IAP2 Quality Assurance Standard](#)
- [IAP2 Public Participation Spectrum](#)

12. RESPONSIBILITY FOR IMPLEMENTATION

Manager Place Management

REVISION HISTORY

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]
12 October 2021 (CP06- 10/21)	October 2023	17/196922[V10]
16 July 2024 (CP03-07/24)	July 2026	17/196922[V12]