

Community Engagement Policy



Objective

To establish a framework of effective community engagement practices. This will build community relationships and gather stakeholder and community feedback to inform council decision making.

Policy Statement

Willoughby City Council is committed to understanding the needs and expectations of the community to inform decision making processes. Council recognises the value of engaging with the community in a meaningful way to meet Council's commitment to building long term, sustainable community relationships in achieving a shared vision for Willoughby City. Council commits to inclusive, credible and equitable engagement processes throughout the organisation.

Principles

Willoughby City Council will adhere to the following principles of Community Engagement;

- Community engagement will gather contributions from people who are affected by or interested in a decision;
- Community engagement will provide opportunities for community to contribute in a meaningful way to provide relevant, timely and balanced information;
- Community engagement will ensure a mix of appropriate and accessible means for people to provide feedback;
- Community engagement will ensure a broad range of community needs, interests and ideas inform Council decision making;
- Community engagement will consider human and cultural factors;
- Community engagement will be systematic, structured and timely;
- Community engagement will inform business improvement throughout council;
- Willoughby City Council will inform the community about the final decision, and how their input was incorporated;
- Willoughby City Council will utilise partnerships with community groups, business, and other Government organisations to achieve City objectives.

Scope

The Community Engagement Framework applies to all Council officials, members of staff, individuals under contract and delegates of council. The Community Engagement Framework consists of;

- Community Engagement Policy
- Community Engagement Process and Matrix
- Community Engagement Resources

Statutory Requirements

Willoughby City Council acknowledges when undertaking high impact development on Council owned and managed land, a community engagement process consistent with the engagement framework will be undertaken in correlation with the statutory requirements.

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Roles and Responsibilities

Council

- In accordance with the Local Government Act 1993, have regard to the long term and cumulative effect of its decisions.

General Manager

- Ensure the establishment and implementation of a Community Engagement Framework;
- Provide adequate resources to effectively conduct community engagement activities;
- Lead and foster a culture of valuing community input to inform decision making.
- Ensure communication practices that inform the community about how their input was incorporated into Council decisions.

Directors

- Oversee the establishment and implementation of the Community Engagement Framework;
- Allocate resources to effectively conduct community engagement activities;
- Facilitate and encourage a culture of valuing community input to inform decision making.
- Identify engagement opportunities to constructively engage with community in achieving City objectives;
- Ensure engagement activities are conducted in accordance with the Community Engagement Framework;
- Disseminate relevant information and data gathered during engagement processes across the organisation and to relevant community groups;
- Use the information gathered in engagement activities to inform decision making

All Staff

- Adopt and implement the Community Engagement Framework into operational activities;
- Identify engagement opportunities to constructively engage with community in achieving business objectives;
- Ensure compliance with the Community Engagement Framework in the performance of their duties;
- Ensure that any conflicts or risk to council identified during engagement processes are escalated to the relevant Council officer.

AUTHORISED BY

General Manager

APPROVAL DATE

June 2016

REVIEW DATE

June 2018

RELATED DOCUMENTS

Willoughby City Council Community Engagement Framework

RESPONSIBLE OFFICER

Community Culture and Leisure Director – Last reviewed June 2016