Policy 5.17 Community Engagement

Scope
This policy and procedure manual encompasses all processes implemented to facilitate and enhance the level of and satisfaction with Bega Valley Shire Council’s community engagement practices across the shire.

Purpose
- To increase levels of community awareness and engagement in the planning for, implementation and management of Council’s services.
- To utilise Council generated information in facilitating community engagement activities

Definitions
Nil

Legislative requirements
Local Government Amendment (Planning and Reporting) Act 2009
Local Government Act 1993
Environment Planning and Assessment Act 1979

Policy Statement
Bega Valley Shire Council will address the matter of ‘Community Engagement and Information Sharing’ in a systematic manner by:
- Ensuring all members of the community has a right, and a responsibility, to contribute to their community’s future.
- Providing the local community with consistent, meaningful opportunities to participate in and contribute to planning Council services
- Providing information about the planning for, implementation and management of Council services will be freely available as an integral part of the engagement process
- Providing community feedback on the planning for, implementation and management of Council services is encouraged
- Ensuring all statutory advertising and public exhibition periods for Council related matters are met or exceeded
- Independently surveying community attitudes and priorities on a regular basis with the results to be made public.
- Considering the following level when developing and reporting on its community engagement approach:
  a. Informing: To provide the community with balanced and objective information to help them understand a problem, alternatives, opportunities and/or solutions.
  b. Consulting: To obtain community feedback on alternatives and/or decisions
Policy 5.17 Community Engagement
Version: 1
Adopted: 4 September 2013
Next review: May 2017

- Involving: To work directly with the community throughout the process to ensure that public concerns and aspirations are consistently understood and considered.
- Collaborating: To partner with the community in each aspect of the decision making process including the development of alternatives and identification of the preferred solution.

- Ensuring Council’s engagement reflects the adopted values of the organisation.
- Ensuring Council’s engagement with the community exhibits the following characteristics:
  - Be within clear and reasonable timeframes
  - Aim for continuous improvement
  - Be simple, accessible and open
  - Value the contribution of community members

- Ensure that the manner of engagement or consultation is reflective of best practice for the related project.
Policy Version Control

<table>
<thead>
<tr>
<th>Policy title</th>
<th>Community Engagement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Policy No.:</td>
<td>5.17</td>
</tr>
<tr>
<td>Department</td>
<td>Strategy and Business Services</td>
</tr>
<tr>
<td>Function</td>
<td>Engaging, consulting and information sharing</td>
</tr>
<tr>
<td>Key theme area</td>
<td>A Leading Organisation</td>
</tr>
<tr>
<td>CSP Position Statement(s)</td>
<td>All</td>
</tr>
<tr>
<td>Responsible Officer</td>
<td>Community Strategic Planning Coordinator</td>
</tr>
<tr>
<td>Version</td>
<td>1</td>
</tr>
<tr>
<td>Adopted</td>
<td>4 September 2013</td>
</tr>
<tr>
<td>Next revision</td>
<td>May 2017</td>
</tr>
</tbody>
</table>

Procedures, guidelines and supporting documents

5.17.1  Community Engagement

Related BVSC policies

<table>
<thead>
<tr>
<th>Policy No.:</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.10</td>
<td>Communications</td>
</tr>
<tr>
<td>5.11</td>
<td>Records Management</td>
</tr>
<tr>
<td>5.12</td>
<td>Access to Information</td>
</tr>
<tr>
<td>5.13</td>
<td>Customer Service</td>
</tr>
</tbody>
</table>

Note: Policy details may change prior to review date due to legislative changes. For the most up-to-date version please refer to Council’s website [www.begavalley.nsw.gov.au](http://www.begavalley.nsw.gov.au)