

# POLICY: EXEC-OD-007

## COMMUNITY ENGAGEMENT

### PURPOSE

The City of Kalgoorlie-Boulder (the City) is committed to supporting ongoing and interactive relationships between the City and the community. The Policy recognises the need to ensure that the community is informed about local and regional issues and how they can contribute ideas and help identify solutions.

This Policy has been prepared in response to the principles of the Local Government Act 1995 and forms the basis for the practices and procedures of the City in relation to facilitating greater participation in the decisions and affairs of Local Government.

This policy aims to;

- Outline the City's definition of the term 'community engagement'
- Support the City's ongoing commitment to meaningful community engagement

This policy relates to the following Act and Policy documents;

- Local Government Act 1995
- State Records Act 2000
- Customer Privacy Policy EXEC-OD-00

### DEFINITIONS

**Community:** The community is considered to be any individual, group, organisation, business or political entity with an interest in the outcome of a decision. They may be, or perceive that they may be, affected directly or indirectly by the outcome of a decision.

**Community Engagement:** An open and transparent communication with the community to provide relevant information and the opportunity for feedback. The City will employ four levels of community engagement, inform, consult, involve and collaborate.

**The City:** The City of Kalgoorlie-Boulder

## 1. STATEMENT

- 1.1 The purpose of the Community Engagement Policy is to articulate the City's commitment to robust, rigorous and well evaluated community engagement processes. The policy will guide the delivery of these processes across the organisation to better inform decisions about policy, service planning and delivery.
- 1.2 The policy explains the principles and context underpinning the City's engagement activities, the role of staff, Elected Members and consultants in engaging with the community and links to the techniques which the City will use to engage with the community.
- 1.3 With reference to Section 1.3 (2) (b) of the Local Government Act 1995, the City supports the principle of "Greater community participation in the decisions and affairs of local governments."
- 1.4 Community feedback gathered through engagement processes will be considered along with financial, legal and sustainability considerations in decision making. Documentation used and information gathered during the community engagement process is subject to the State Records Act 2000.
- 1.5 The City is committed to maintaining a culture that respects each individual's rights to privacy. The management of personal information is covered by the City's Privacy Policy which includes comments and feedback received throughout community engagement activities.

## 2. Engagement Values

Effective community engagement is based on the following strategic objectives;

- 2.1 To ensure the community is well informed about issues, strategies or plans that may directly or indirectly affect them.
- 2.2 To ensure the community have the opportunity for involvement in the policy development of the City, where possible.

- 2.3 To seek the views of a wide cross-section of the community, selecting engagement methods that are, flexible, inclusive and appropriate to those being engaged.
- 2.4 To provide the community with the opportunity to hear each other's opinions and to recommend appropriate solutions to community issues.
- 2.5 To ensure the City is meeting its legislative requirements regarding community consultation in all areas of its service delivery.
- 2.6 Recognise that there is diversity in the activities and projects and the type of engagement undertaken should vary accordingly.

### 3. LEVELS OF COMMUNITY ENGAGEMENT

- 3.1 In most cases the City will **inform** the community about activities using tools such as public notices in newspapers and fact sheets on notice boards. Detailed information will be displayed on the City's web site and social networks will be used to raise awareness.
- 3.2 In cases where the City requires feedback and comments from the community the City will employ techniques to **consult, involve and collaborate** with the community. These techniques include surveys, workshops and public meetings. The City will provide the public with balanced and objective information to assist them in understanding the problems, alternatives and solutions.
- 3.3 The four Key levels of community engagement used by the City are shown in diagram 1.

**Diagram 1**

Level of Engagement	Aim
<b>Sharing Information</b> Information is disseminated to the community.	To provide the community with balanced and objective information to assist their understanding.

<p><b>Consultation</b></p> <p>The views of the community are sought on policies, programs and services.</p> <p>A limited number of options are usually available and the communities are asked to provide feedback and opinion to better understand their needs.</p>	<p>To obtain community feedback on service provision, programmes and policies.</p>
<p><b>Involvement</b></p> <p>When issues and solutions are unclear and the community and local government are involved in shaping policy, programs and services. The final solution will be determined by Council.</p>	<p>To work directly with the community throughout the process to ensure that issues and concerns are understood.</p>
<p><b>Collaboration</b></p> <p>When issues and solutions are unclear and the City and stakeholders work together to identify and shape solutions. Collaboration is a partnership between stakeholders to identify and develop preferred alternatives. The final decision will be determined by Council.</p>	<p>To work with the community and stakeholders to develop agreed conditions and actions.</p>

#### **4. Community Engagement Guidelines**

Guidelines have been developed to help staff plan and implement community engagement techniques. The level of engagement and techniques used will vary depending on the issue or project, particular circumstances and target audience.

#### **5. Statutory Community Engagement**

While community engagement is not mandated in all cases, in some matters the City is bound by legislation to engage with the community. In these cases the City will adhere to the legislative requirement as a minimum standard.

The following are examples of where community engagement is required by legislation:

- Local Government Act 1995 (WA)
- Environmental Protection Act 1986
- Planning and Development Act 2005 (WA)
- City of Kalgoorlie-Boulder Town Planning Scheme No. 1
- Western Australian Health Act 1911
- Main Roads WA Act 193
- Road Traffic Act 1974
- Bushfires Act 1954
- Land Administration Act 1997

While these Acts stipulate required community engagement in certain circumstances, Council is not prevented from carrying out further community engagement where local sensitivities or project complexities merit additional effort.

### **RELEVANT DOCUMENTS**

Policies:

- Customer Privacy Policy EXEC-OD-008
- The Community Strategic Plan 2015 – 2025

Acts:

- Local Government Act 1995
- State Records Act 2000