Community Engagement Procedure

Procedure Author	General Manager – ~~Strategy & Corporate~~Corporate Services
Date of next review	TBC

1. Purpose

This Procedure outlines the processes to be followed when planning and delivering community engagement activities on behalf of Council.

2. References and Supporting Documentation

This Procedure should be read in conjunction with the Community Engagement Policy.

Related documents include:

- Issues and Stakeholder Analysis Template
- Community Engagement Plan Template

3. Application

Council Members	~~Responsible for endorsing the community engagement approach for high impact/risk matters.~~ Endorse community engagement approach where public consultation is required by legislation and may endorse community engagement for matters considered high risk or high impact. Consider views, ideas and feedback received from community engagement processes as part of the decision-making process.
General Managers	Provide strategic direction and enable the relevant areas of the administration to carry out community engagement. Provide context and guidance on the internal and external factors that may impact community engagement.
Senior Managers	~~Responsible for determining~~Determine the program, project or service need ~~for community engagement.~~ in consultation with the Community Insights team and relevant General Manager. Ensure that all ~~any~~ outcomes meet legislative and policy requirements~~ for consultation. are met.~~
~~Employees~~ Workers with community engagement responsibilities	Plan, prepare and deliver community engagement activities.

Community Engagement & Experience team~~Community Insights Engagement and Insights~~	Review documentation, provide advice and support to determine ~~in determining~~ the relevant level of engagement, and prepare and plan for engagement activities.
	Coordinate community engagement information on Council's online engagement platform.
	Maintain a community engagement framework to support consistent and effective community engagement.
	Ensure the community is appropriately informed about community engagement opportunities.

4. Procedure

4.1 Determining the Need for Undertaking Community Engagement or Consultation

4.1.1 Senior Managers will assess and determine, in consultation with the Community Insights team and relevant General Manager, whether community engagement is required as part of a project or decision-making process. They will consider:

- the scale and impact of the project or decision,

- whether there is likely to be significant community interest,

- the economic, social, environmental, or cultural importance of the matter,

- the scale of expenditure on a large-scale project; and

- whether input from the community may meaningfully shape or influence the matter.

~~4.1.1~~4.1.2 Relevant senior managers will ensure that any matter that has legislative requirements for consultation is delivered, and any legislative requirements are met.

4.2 Determining the Level of Engagement Required

4.2.1 Relevant ~~employees~~ workers will complete the Issues and Stakeholder Analysis Template with support from the Community Insights team to determine the ~~level/s of engagement the~~ relevant considerations required for both legislative and other proposed community engagement. The analysis considers the nature of the issue, degree of community impact, community expectations, competing values, scale of interest, degree of influence and availability of resources. This will provide an indication of the level of impact/risk ~~and level of engagement that may be required~~.

4.2.2 The Community Insights team will advise if the community engagement required is most appropriately achieved through either the Inform, Consult, Involve or Collaborate level of the IAP2 Spectrum as prescribed in the Community Engagement Policy.

4.2.3 The Senior Managers in consultation with the relevant General Manager will decide on the required community engagement level.

~~Relevant employees will meet with the Engagement and Insights~~Community Insights team to review the completed ~~I~~issues and ~~S~~stakeholder analysis to ensure consistency of application and confirm the recommended level of engagement.

~~4.4~~4.3 Planning and Preparing for Community Engagement

~~4.4.1~~4.3.1 Relevant ~~employees~~ workers will develop a Community Engagement Plan that clearly identifies the objectives and level of engagement, who the stakeholders are, proposed engagement techniques, access, and inclusion checks, methods to ~~will~~ close the loop, relevant timeframes, and any resources required.

~~4.4.2~~4.3.2 For matters that are identified as high risk/impact or above, the Community Engagement Plan will go to the ~~Engagement and Insights~~Community Insights team and relevant senior manager for input and review.

~~4.4.3~~4.3.3 Any matter that is identified as being high risk/impact or more may require Council resolution of the engagement approach. This will require a Council decision report that includes an overview of the Community Engagement Plan.

~~4.5~~ Public Consultation Process

~~4.6~~4.4

4.4.1 At a minimum, and subject to the Issues and Stakeholder Analysis referred to in 4.2.1, where the *Local Government Act 1999* (the Act) states that public consultation must take place, Council will publish a notice in a newspaper circulating the local area, describing the matter for which public consultation is required, and invite interested persons to make submissions to the Council. The minimum period for mandated public consultation will be 28 days from the date of the notice.~~; or~~

~~4.6.1~~4.4.2 Where public consultation and community engagement is not mandated by the Act and is undertaken at the discretion of Council, the minimum period for Consult, Involve or Collaborate Level ~~consultation~~ will be 21 days from the date of notice.

~~4.6.2~~4.4.3 All details of consultations will be placed on Council's website and/or online engagement platform.

~~4.6.3~~4.4.4 Submissions received will be considered as part of the decision making process and will also have regard to any relevant legislation.

~~4.7~~4.5 Communication and Coordination

~~4.7.1~~4.5.1 ~~Engagement and Insights~~Community Insights ~~and Customer Contact~~ Community Engagement and Experience team will be advised in advance of any community engagement or public consultation activity.

~~4.7.2~~4.5.2 All current community engagement and public consultation will be viewable on Council's online engagement platform and/or Council website.

~~4.7.3~~4.5.3 Council Members will be advised of any community engagement or public consultation activity via memo prior to any community engagement or public consultation activities commencing.

4.6 Close the Loop

4.6.1   A What We Heard Report will be developed at the end of the community engagement or public consultation to inform Council and the community of the outcome. The report will summarise feedback and explain how it will be used to inform Council decision making.

5.   Feedback

Your feedback on this Procedure is invited and can be directed to the Manager Governance via email to governance@playford.sa.gov.au or by calling the Customer Contact Team on 8256 0333.

Administration use only

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Policy link	Community Engagement Policy
Procedure author	General Manager – Corporate Services
Endorsed by	Council
Resolution no.	4628 ---TBC
Legal requirement	*Local Government Act* 1999 – Section 50
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Date of current version	TBC
Date of next review	TBC

Version history

Version no.	Approval date	Approval by	Change
1	25 May 2021	Ordinary Council Resolution No. 4628	New Procedure
2	TBC	Ordinary Council Resolution No. TBC	'Close the loop' added as an additional step and align to Community Engagement Policy. Application updated to provide role clarity of Council Members,

General Managers, Senior Manager and Community Insights team

Team title change from 'Engagement and Insights' to 'Community Insights' and policy author department name changed from 'Strategy & Corporate' to 'Corporate Services'.