

Community Engagement Procedure

Procedure Author	General Manager – Strategy & Corporate
Date of next review	May 2023

1. Purpose

This procedure outlines the processes to be followed when planning for and delivering community engagement activity on behalf of Council.

2. References and Supporting Documentation

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

- Issues and Stakeholder Analysis Template
- Community Engagement Plan Template

3. Application

Senior Managers	Responsible for determining the need for community engagement or public consultation, the level of engagement required and ensuring that any legislative requirements for consultation are met.
Employees with community engagement responsibilities	Contribute to planning and preparing for community engagement.
Engagement and Insights	Review documentation and provide advice and support in determining the level of engagement and preparing and planning for engagement activities. Coordinate community engagement information on Council's online engagement platform.
Council Members	Responsible for endorsing the Community Engagement Plan for high impact/risk matters.

4. Procedure

4.1 Determining the need for undertaking community engagement or consultation

- 4.1.1 Senior Managers will assess and determine 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 and whether input from the community may meaningfully shape or influence the matter.
- 4.1.2 Relevant senior managers will ensure that any matter that has legislative requirements for consultation is delivered and legislative requirements met.

4.2 Determining the level of engagement required

- 4.2.1 Senior Managers, in conjunction with relevant employees, will undertake an Issues and stakeholder analysis to determine the level/s of engagement required for both legislative and other proposed community engagement. The analysis considers 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 Senior Managers will meet with the Engagement and Insights team to review the completed issues and stakeholder analysis to ensure consistency of application and confirm the recommended level of engagement.

4.3 Planning and preparing for community engagement

- 4.3.1 Relevant employees will develop a Community Engagement Plan that clearly sets out the objectives of the engagement, level of engagement, who the stakeholders are, proposed engagement techniques, access and inclusion check, how they will close the loop, timeframes and resources required.
- 4.3.2 For matters that are identified as high risk/impact or above, the Community Engagement Plan should go to the Engagement and Insights team and relevant senior manager for input and review.
- 4.3.3 Any matter that is identified as being high risk/impact or more will require Council resolution of the engagement approach. This will require a Council decision report that includes an overview of the Community Engagement Plan.

4.4 Minimum standard when public consultation is required by the *Local Government Act 1999*

As a minimum, Council will:

- 4.4.1 Publish a notice in a newspaper circulating the local area, describing the matter for which public consultation is required, and inviting interested persons to make submissions to the Council within a period being at least 21 days from the date of the notice.
- 4.4.2 Place details of all consultations on Council's website and/or online engagement platform.

4.4.3 Consider any submissions received as part of its decision making process and will also have regard to any relevant legislation.

4.5 Communication and Coordination

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

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

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

5. Feedback

Your feedback on this policy 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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1	TBA	Ordinary Council	New Procedure
