

***Light Regional Council***

***Community***

***Engagement***

***Strategy***

***2017 - 2022***



**LIGHT**  

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**REGIONAL**  
**COUNCIL**<sub>1</sub>

<b>Document Version</b>	<b>Date</b>	<b>Prepared and Reviewed by</b>	<b>Distributed to</b>
Working Draft 1	February 2017	Manager, Strategy	GM – Strategy & Development GM – Business and Finance Community Development Officer Property and Facilities Manager Environmental Projects Officer
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Final	May 2017	Manager, Strategy, General Manager, Strategy & Development & General Manager, Governance	Elected Body for Adoption

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# Welcome

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The Light Regional Council is dedicated to open, transparent and inclusive community engagement and this Strategy has been prepared to clearly articulate how Council will engage with its community.

It has long been recognised that engagement provides a means of information sharing and that community members and other stakeholders have a lot to offer to the decision making process through shared experience, knowledge and expertise. Feedback from the community is crucial in understanding the issues at hand, unearthing information which may not have otherwise been known. Community feedback helps to shape the final outcomes and adds significant value and validation to Council's decision making process.

Council looks forward to continuing its valuable working relationship with the community.

A handwritten signature in blue ink, appearing to read 'Bill O'Brien', with a horizontal line extending from the end of the signature.

Bill O'Brien  
**MAYOR**



## Key Definitions

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**Community Engagement** means to involve those who are affected by a decision, in the decision-making process. It promotes sustainable decisions by providing participants with the information they need to be involved in a meaningful way, and it communicates to participants how their input affects the decision (IAP2, 2016).

**Engagement Tools and methodologies** are the actions taken to engage with the community and may involve both on-line and offline methods including public meetings, surveys, open houses, workshops, polling, citizen's advisory committees and other forms of direct involvement with the community.

**Stakeholders** are those persons, groups, organisations and businesses etc. with an interest or concern who may be impacted by a decision.

**The community** are those persons, groups, organisations and businesses etc. that live, work and visit the Light Region.



## Purpose of this Strategy

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An engaged community is an informed community that is able to influence the decisions of its Council.

This Engagement Strategy has been developed to provide clear detail on how we can work collaboratively to build a strong, vibrant and resilient community that is engaged and has its say.

The principles of this Strategy have a basis in open and accountable governance and a view that all community members have a voice which will help shape decisions and the future vision for the Light Region.

The Strategy is a stand-alone document and does not alter the requirements of Council's Public Consultation Policy as guided by *Local Government Act, 1999*.



## Our Commitment to Engagement

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Light Regional Council is committed to engaging effectively and meaningfully with its community. This includes both general communications on Council activities and exercises and discrete engagement aimed at collaborating with our community from time-to-time on specific projects.

Council's engagement obligations are many and varied, however Section 50 of the *Local Government Act, 1999* requires Council to prepare and adopt a Public Consultation Policy which sets out the steps it will follow to include the community in decision making. In addition to this Act, there are a number of other legislative documents that call for Council activities to be subject to consultation with the community (i.e. *Development Act, 1993*).

It is noted that Council's Public Consultation Policy may be updated from time-to-time and these amendments will not alter the content of this Strategy.

Our commitment to inclusion and ensuring all stakeholders have an opportunity to be heard and influence decision making has prompted Council to take an extra step and go beyond the minimum requirements and prepare this Community Engagement Strategy. In this, Council makes the following commitments to engage with our community:

1. We will document **how** and **when** you will get a say in the decision making process;
2. We will document how your feedback may **influence** the decision making process (recognising that some consultation is for the purpose of notification only);
3. We will provide you with **multiple opportunities and/or methods** to have your say; and
4. We will document how your input will **guide the decision** made by Council.

It is important to note that in some cases feedback received is not of a nature, or relates to a separate topic to that which is the subject of engagement. Should this be the case, Council officers will note this in its communications with the Elected Body.

In committing to the above Council will:

Use <b>clear language</b> to describe how you can get involved and influence decisions	Provide <b>support to staff</b> to implement, run and evaluate engagement processes
Offer a range of <b>engagement methods</b> to work with communities to actively encourage participation in the decision making process	<b>Summarise feedback and report</b> on the outcomes of consultation.
Consider the <b>entire community</b> when planning for and hosting engagement, including those persons living with disability	<b>Evaluate</b> our engagement exercises, processes and techniques to ensure they remain relevant and up-to-date





## Why Engage?

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Community engagement plays a **pivotal role** in Council's decision making processes and is undertaken on a range of matters and for a variety of reasons. At its core, Council engages because it **values the opinions and feedback** provided on the matters that affect the community.

Effective engagement provides an immeasurable value to the decision making process which in turn assists to:

- inform, shape and improve the quality of outcomes and decisions being made by Council;
- enables the community to be better informed and reduces misinformation
- builds ownership and appreciation of decisions;
- provides an opportunity to empower the community;
- builds trust and encourages the community to seek out information and gather a full appreciation of the issues that affects them;
- helps to identify issues which may not have otherwise been considered – recognising that others outside of Council may well be experts; and
- enables Council to make sustainable decisions.



## Our Engagement Model

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Engagement and the consideration of feedback from stakeholders provides Council with critical information for consideration during the decision making process. Given this, it is important that appropriate opportunities are provided for the collection of this information.

Council's engagement model is based on the principles set out by the **International Association of Public Participation (the 'IAP2')**. The IAP2 use a 'spectrum of participation' as a means of representing the increasing level of influence that you can have in the engagement process and recognises that in some circumstances the opportunities for influencing decisions are less than others. Figure 1 presents a modified version of the IAP2 spectrum which has been amended to accommodate the governance and legislative framework in which the Local Government sector operates.

This Strategy and model for engagement will be used in circumstances where legislation is not prescriptive in nature with regard to how engagement/consultation should occur and where Council maintains a policy on a specific consultation/public notification matter, this policy will take precedence.

# Our Engagement Model

**Figure 1: Modified IAP2 Public Participation Spectrum**

## Level of Participation

**INCREASING LEVEL OF INFLUENCE ON DECISION MAKING** 

	<b>INFORM</b>	<b>CONSULT</b>	<b>INVOLVE</b>	<b>COLLABORATE</b>
<b>Goal of Participation</b>	Provide information to assist in understanding how decisions will be/were made.	Obtaining feedback on preferences when there are options available.	Involving people and working together to understand all needs and concerns.	Partner with the community in each aspect of the decision including the development of alternatives and the identification of the preferred outcomes.
<b>When will it be used?</b>	When: <ul style="list-style-type: none"> <li>• A decision is made for legislative, financial, environmental or technical reasons;</li> <li>• There is no opportunity to influence the outcome.</li> </ul>	When: <ul style="list-style-type: none"> <li>• Input is required on concepts or designs;</li> <li>• There are several options available;</li> <li>• Final decisions are being shaped;</li> <li>• Issues and concerns are unclear.</li> </ul>	When: <ul style="list-style-type: none"> <li>• We need community knowledge to influence the decision;</li> <li>• There is likely to be a high level of interest;</li> <li>• We need to talk with us and each other about complex issues.</li> </ul>	When: <ul style="list-style-type: none"> <li>• We need community knowledge and input to work together to make the decision.</li> <li>• There is likely to be a high level of interest;</li> <li>• We need the community to understand the issues and directly influence the recommendations and decision</li> </ul>
<b>Commitment to the Community</b>	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and issues are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We look to the community for direct advice and innovation in formulating solutions and incorporate the community's advice and recommendations into the decision making process to the maximum extent possible.

## Our Engagement Model

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The following is an example list of projects and activities undertaken by Council and where they may fit within the public consultation spectrum:

<b>INFORM:</b> <ul style="list-style-type: none"><li>• Road Closures for community events</li><li>• Food Safety</li><li>• Passing By-Laws</li></ul>	<b>CONSULT:</b> <ul style="list-style-type: none"><li>• Revocation of Community Land Classification</li><li>• Preparation of the Strategic Directions Report or Strategic Plan</li><li>• Preparation of Stormwater Management Plans</li></ul>
<b>INVOLVE:</b> <ul style="list-style-type: none"><li>• Preparation of Development Plan Amendments</li><li>• Preparation of Community Health and Wellbeing Plan</li><li>• Preparation of the Strategic Plan</li></ul>	<b>COLLABORATE:</b> <ul style="list-style-type: none"><li>• Township Futures Project</li></ul>

# How will we Engage You?

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Council will use a range of engagement techniques/methods to ensure that a broad cross-section of the community has been consulted.

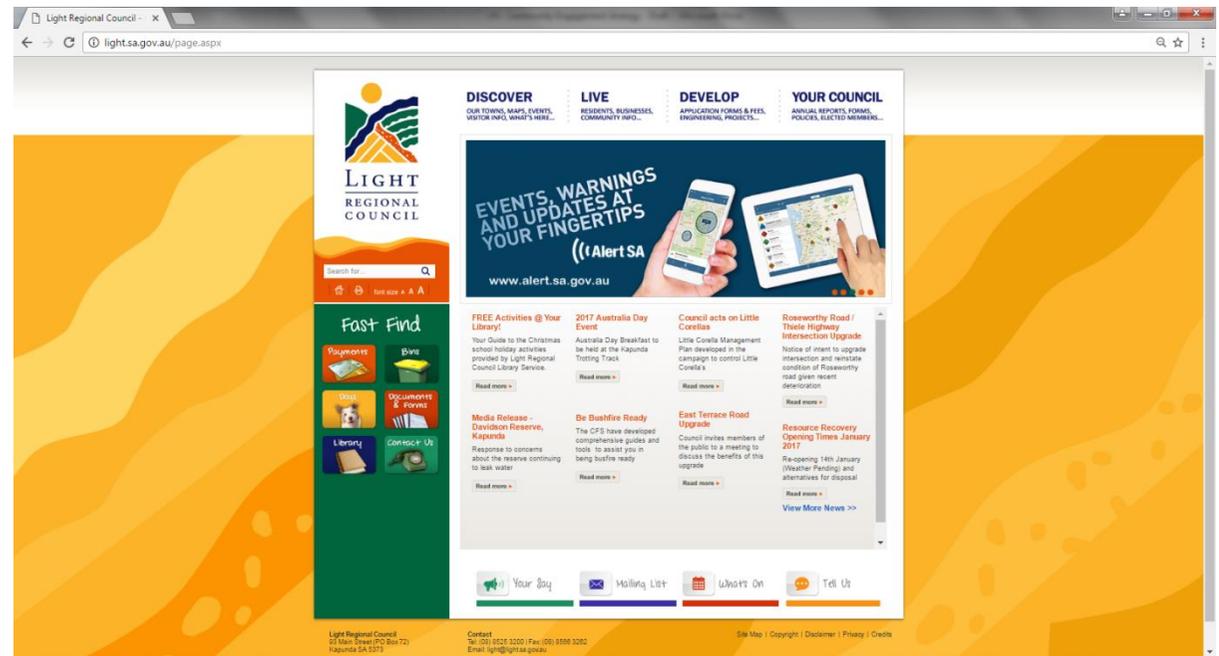
Some of the methods to be used to engage include, but are not limited to:

## Online

86 percent of Australian households have access to the internet at home (ABS, 2016) and this number is set to continue growing.

Council's website provides a key source of information on active engagement exercises.

Information on projects is provided under the Latest News & Public Notices tab and the Your Say tab, whilst the Mailing List tab allows community members to register their interest to contribute on a range of consultation projects.



Information can be located at: [www.light.sa.gov.au](http://www.light.sa.gov.au)

# How will we Engage You?

## Newspaper/s

Local and state-wide newspapers provide a valuable resource for communicating with the community and provide great reach. It is however recognised that greater emphasis is being placed on the use of online and alternative forms of communication.

	<b>Development Act 1993</b>
	<b>Kapunda Town Centre, Mine Historic Site &amp; Environs Development Plan Amendment Draft for Public Consultation</b>
<p>The Light Regional Council has prepared a draft 'Kapunda Town Centre, Mine Historic Site &amp; Environs' Development Plan Amendment (DPA) which is now released for public consultation.</p> <p>From <b>10 June 2015 to 7 August 2015</b> the draft DPA will be available for public inspection during office hours (9:00am to 5:00pm) at Council's Offices at 93 Main Street, Kapunda, or 12 Hanson Street, Freeling and can also be viewed at Council libraries and Councils website - <a href="http://www.light.sa.gov.au">www.light.sa.gov.au</a>. A copy of the DPA can also be purchased from the Council offices.</p> <p>Members of the community are invited to attend an open house public information session to be held at the Kapunda Council Chambers on <b>Wednesday 15 July 2015</b>. Council Officers will be available to discuss the amendment between <b>5:00pm and 7:00pm</b>.</p> <p>Written submissions regarding the draft amendment will be accepted by Council until <b>5pm on Friday 7 August 2015</b>. Written submissions should clearly indicate whether the respondent wishes to speak at a public hearing. All submissions should be addressed to the Chief Executive Officer of Light Regional Council (and marked to the attention of Andrew Chown, Principal Project Planner) and either mailed to PO Box 72, Kapunda SA 5373 or sent electronically to <a href="mailto:light@light.sa.gov.au">light@light.sa.gov.au</a></p> <p>Copies of all submissions received will be available for inspection by interested persons at the Light Regional Council offices and on Councils website until the date of the public hearing.</p> <p>A public hearing will be held at <b>6:00pm at the Kapunda Council Chambers, 93 Main Street, Kapunda, on Wednesday 12 August 2015</b>. A public hearing will not be held if submissions indicate no interest in speaking at the public hearing.</p> <p><i>Wednesday 10 June 2015</i> Brian Carr Chief Executive Officer</p>	

Council utilises newspaper notifications for both the issuing of media releases and the placement of public notices. Public notices are placed where required by legislation (e.g. seeking comments on a development application or development plan amendment or notification of a road closure) and Council will seek to supplement this method through the use of other tools.

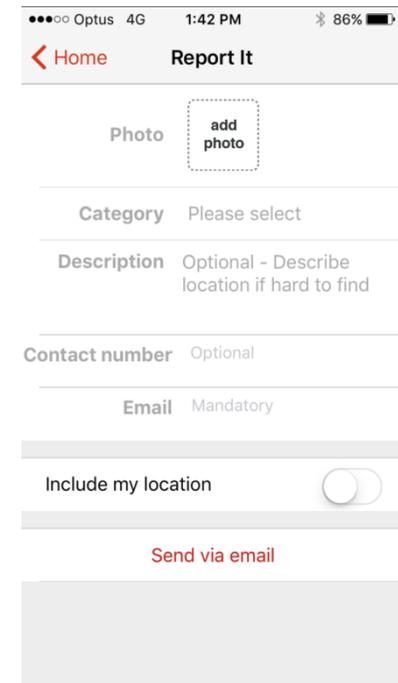
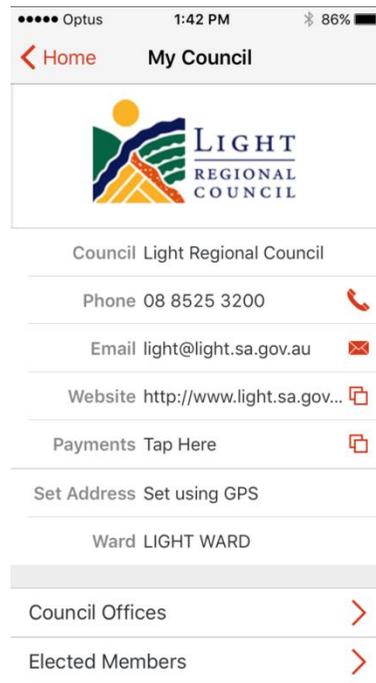
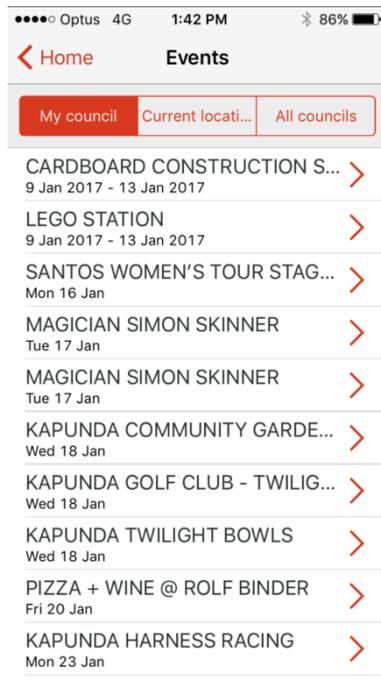
	<b>LIGHT REGIONAL COUNCIL</b>
<b>2016/17 – 2019/20 STRATEGIC PLAN</b>	
<b>Draft for Consultation</b>	
<b>Have a look, and have your say!</b>	
<p>The Light Regional Council has prepared a draft Strategic Plan covering 2016/17 – 2019/20 which is now open for community consultation and feedback.</p> <p>The Strategic Plan builds on the previous plan and places an emphasis on Council's four pillars of Growth, Reform, Innovation and Discipline. The Plan outlines a series of objectives, actions and performance indicators and will be used to measure progress.</p> <p>From <b>Wednesday 19 April 2017 to Friday 12 May 2017</b> the draft will be available for public inspection, viewing during office hours at all of Council's Offices; 93 Main Street, Kapunda, and 12 Hanson Street, Freeling as well as in its Kapunda, Freeling and Greenock Libraries.</p> <p>The draft Strategic Plan along with an information sheet which provides an overview of the draft plan and how you can get involved is available for review under the 'Your Say' tab at Council's website - <a href="http://www.light.sa.gov.au">www.light.sa.gov.au</a></p> <p>Should you have further questions, Council officers are available for 30 minute individual appointments. Officers will be available as follows:</p> <ul style="list-style-type: none"><li>• Freeling Branch Office – 28 April 2017</li><li>• Kapunda Committee Room – 1 May 2017</li><li>• Hewett Community Centre – 3 May 2017</li></ul> <p>To book an appointment please contact Andrew Chown (Manager, Strategy) on 8525 3212.</p> <p>Written submissions regarding the draft amendment must be received by Council by <b>5pm on Friday 12 May 2017</b>. All submissions should be addressed to the Manager, Strategy (Andrew Chown) and either mailed to PO Box 72, Kapunda SA 5373 or sent via email to <a href="mailto:light@light.sa.gov.au">light@light.sa.gov.au</a></p> <p>All submissions will be reviewed and used to shape the final document which will be considered by the Council.</p> <p><i>Thursday 13 April 2017</i> Brian Carr Chief Executive Officer</p>	

# How will we Engage You?

## Smartphone Apps

Some 86 percent of Australians have a smartphone whilst some 62 percent utilise a tablet device (ABS, 2016) which in turn makes it easier for the community to engage online. Council utilises the 'My Local Services' App to make it easier for the community to be informed and contribute. For example, this app allows residents to take a photo of an issue that they want addressed and send it to Council where it can be followed up by the appropriate department and provides useful information such as upcoming events and the waste collection cycle.

### My Local App Screenshots:



## How will we Engage You?

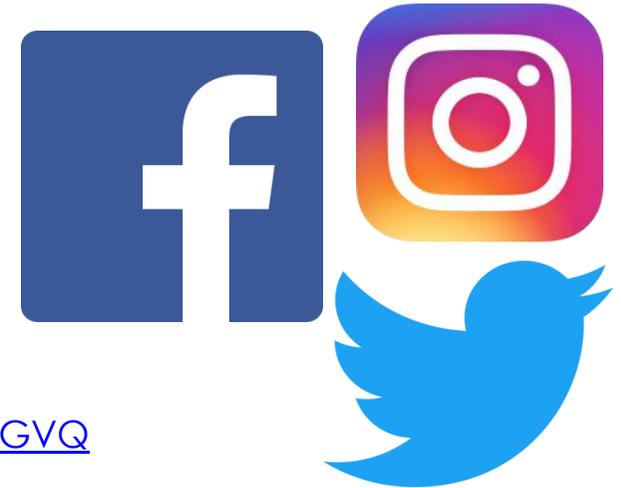
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### Social Media

Light Regional Council has a presence on Facebook, Twitter and YouTube. These platforms are becoming increasingly useful to communicate information about Council activities, including upcoming engagement and events.

Social media platforms can be located at:

- Facebook: <https://www.facebook.com/LightRegionalCouncil/>
- Twitter: @lightrregional
- YouTube: <https://www.youtube.com/channel/UCU9kBXrad1EG8qcUbd7tGVQ>



(Note: The use of and Council response to Social Media is described in its Social Media Policy)

### Face-to-Face

Council recognises the need and value that face-to-face engagement methods bring to the decision making process and utilise these forms of engagement to distil information and to seek feedback and guidance on often complex matters/projects. These methods provide the ideal opportunity to be guided on the future of a project or topic.

Some examples of face-to-face engagement methods include:

- Facilitated workshops/charrettes – these are often facilitated by Council staff or expert facilitators and are built around a specific set of topics/questions and with a specific program. Participants are invited because they are residents or have a particular interest, involvement or stake in the subject being discussed. Facilitated workshops provide for detailed discussion and may be comprised of a range of people with particular skills and interests relevant to the particular issue.

## How will we Engage You?

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- Drop-in Sessions – these sessions are of an informal nature and provide for one-on-one discussion with interested community members.
- One-on-one meetings – these individual appointments provide an opportunity to discuss a particular topic of item with the officer directly involved in advancing the project.



## **Direct Mail-out/Letter box drop**

On occasion Council will seek to engage the community through either a personally addressed letter to affected households or via broad letter box drop in a particular area. Any communications of this nature will include an overview of the matter for consideration, information on how the community can get involved and relevant supporting information.

## Templates and Guides

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Council will utilise a standard set of template engagement sheets to assist the community in recognising the level of influence it has over a decision.

A copy of the template engagement sheet is included in Attachment A

## References

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Australian Bureau of Statistics 2016, *Households with Internet Access at Home*, viewed 13 January 2017, <<http://www.abs.gov.au/ausstats/abs@.nsf/mf/8146.0>>.

City of Wagga Wagga 2015, *Wagga Wagga City Council Community Engagement Strategy*, Wagga Wagga

International Association of Public Participation 2014, *IAP2's Public Participation Spectrum*, viewed 20 December 2016, <<https://www.iap2.org.au/>>

City of Onkaparinga 2016, *Community Engagement Guide*, viewed 20 December 2016, <[file:///C:/Users/achown/Downloads/community\\_engagement\\_guide.pdf](file:///C:/Users/achown/Downloads/community_engagement_guide.pdf)>



LIGHT  

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REGIONAL  
COUNCIL

Light Regional Council  
Community Engagement Strategy

First Adopted May 2017

Light Regional Council  
93 Main Street  
KAPUNDA SA 5373  
[www.light.sa.gov.au](http://www.light.sa.gov.au)

## Attachment A - Engagement Template

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# PROJECT NAME

## Closing Date for feedback

Insert Closing Date and Time

## Contact Person

Insert Name of Officer, title and contact details

## Level of Engagement (As per LRC

Community Engagement Strategy 2017-2022)

**INFORM / CONSULT /  
INVOLVE / COLLABORATE**

## Project Description:

the feedback will be used for (will the content be provided to the Elected Body?)

Insert a description of the project including:

- What
- Why
- When
- Area/s affected
- Use photo/s or maps where relevant

## Further Information:

Detail where further information can be found:

- Website and a link?

## How to get involved:

- Insert details of any engagement sessions planned (i.e. workshop, drop-in session)
- Insert details on how to make a submission/provide feedback and to who

## Next Steps

- Insert details on how feedback from respondents will be summarised and what

## **Attachment B – Public Consultation Policy**

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# Public Consultation Policy

<b>Reference Number:</b>	Section 6 No. 9
<b>Responsible Department:</b>	Governance
<b>Related Policy/Procedure:</b>	Social Media Policy Community Engagement Strategy
<b>Date of Adoption:</b>	20 June 2000
<b>Current Review Date:</b>	26 September 2017
<b>Minute Reference:</b>	Item 10.2 - STR9.3.1/2017 page 2017/344
<b>Version Number:</b>	Amendment No. 4
<b>Applicable Legislation:</b>	Local Government Act, 1999
<b>Next Review Date:</b>	September 2021
<b>Review Frequency:</b>	4 Yearly

## 1. Purpose

Public consultation and engagement plays a pivotal role in guiding the decision making process and the use of inclusive, effective and modern engagement practices greatly assists in providing maximum reach when seeking feedback from the community.

The purpose of the Public Consultation Policy (the '**Policy**') is to outline the principles and procedures that the Light Regional Council will follow to involve the community in planning and decision making for the local area, and to ensure accountability of the Council to the community through effective communication and consultation strategies.

## 2. Scope

This policy has been prepared to address the requirements of Section 50 of the *Local Government Act, 1999* (the **Act**) and sets out the steps the Council will take:

- Where it is required by the Act to follow its Public Consultation Policy;
- Where the Act requires consultation but is not specific in the use of this Policy as the basis;
- In encouraging community involvement in planning and decision making;
- Where other legislation prescribes consultation processes and those processes are followed as a minimum, the Policy will be applied to any discretionary elements of such consultation.

In addition, this policy provides guidance on what mechanisms and practices Council will utilise to consult with the community and complements the *Light Regional Council Community Engagement Strategy 2017–2022*.

## 3. Policy Aim

The aim of this policy is to:

- Undertake consultation in a manner which ensures all sections of the community have the ability to be involved in the decision making process;
- Ensure that decision making reflects the aspirations of the community and takes into account influences such as budgetary constraints;
- Promote and build positive relationships between Council and the community;
- Provide an open, transparent and timely decision making environment;
- Ensure information is easily understood and accessible;
- Be responsive and share information where appropriate; and
- Ensure consultation is undertaken on the basis of honesty and integrity.

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#### 4. Definitions

- 4.1 **Act** refers to the *Local Government Act, 1999* unless otherwise specified.
- 4.2 **Council** means elected members, staff, contractors and agents and consultants acting on behalf of Light Regional Council.
- 4.3 **Community Engagement Strategy** refers to the *Light Regional Council Community Engagement Strategy 2017–2022*.
- 4.4 **Public Consultation** is the deliberate act of involving those who may be affected by a decision in the decision-making process to promote sustainable decisions by providing participants with the information they need to be involved in a meaningful way, and communicates to participants how their input affects the decision.

#### 5. Policy Statement

##### 5.1 Consultation Overview

- 5.1.1 Council will follow this policy when undertaking consultation required by legislation or when public consultation is deemed necessary.
- 5.1.2 Council is committed to engagement and the principles which form the basis for how engagement will be undertaken are described in Council's *Community Engagement Strategy 2017–2022*.
- 5.1.3 Where there are legislated requirements for consultation under other legislation, then these take precedence over this Public Consultation Policy, insofar as if there is any inconsistency.
- 5.1.4 Consultation processes will be selected to best meet the needs of the local community and Council and tailored to the circumstances involved.
- 5.1.5 The issue on which community views are sought will be clearly stated and the parameters of the consultation defined.
- 5.1.6 Council will use the most cost-effective methods of consultation that are appropriate for the identified stakeholders and to the topic or proposal under consideration.
- 5.1.7 Council will consider any submissions received as part of its decision making processes and the final decision on all matters under consideration will be made by the Council in its role as the elected representative body of the community or by appropriately delegated Council officers.
- 5.1.8 In determining the appropriate consultation process, Council will consider the likely impact of the topic to be consulted and the interests of different stakeholder groups. In addition to following minimum legislated processes, Council will seek to utilise consultation methods tailored to the stakeholder groups likely to be impacted by the topic.
- 5.1.9 Council will identify a range of options available to it to communicate information to interested persons/stakeholders and invite submissions, including:
- Press advertisements/public notices;
  - Surveys/letters (either online, postal or face-to-face);
  - Media releases;
  - Public meetings/hearings/drop-in sessions or appointments with staff;
  - Displays;
  - Newsletters;
  - Council's website;
  - Council's Social Media platforms;
  - Other mediums that are determined as being appropriate by Council.

## 5.2 Public Consultation Steps – Local Government Act, 1999 Requirements

5.2.1 In circumstances where the Act specifically requires reference to Council's Public Consultation Policy then Council will comply with the Act as a minimum and:

- prepare a document that sets out Council's proposal in relation to the matter; and
- publish a notice in local newspapers – 'The Herald', 'The Leader' and 'The Bunyip' describing the matter for which public consultation is required, including those requirements provided under the Act, and inviting interested persons to make submissions to Council within a period being at least twenty-one (21) days from the date of the notice, or as otherwise provided for in the Act; and
- when submissions have been received by the specified date, Council staff will summarise and analyse the information;
- In certain instances, a relevant Council Committee will review the matter and staff recommendations;
- The Elected Body will consider a report and relevant recommendation/s from the Council administration which:
  - summarises the public consultation responses and outcomes;
  - presents the information in a broader context of the matter under consideration; and
  - makes recommendations for Council or the Committee to consider when deciding on the matter/s.

5.2.2 Appendix A describes the processes to be undertaken by Council in these circumstances.

5.2.3 Council's Elected Body will consider publication of a notice in 'The Advertiser' where it is required or where it deems a consultation topic warrants notification more broadly.

5.2.4 In addition to the minimum requirements set out in the Act, Council will actively seek to use a range of options to communicate consultation activities. Use of additional consultation mechanisms are at the absolute discretion of Council and will depend upon the particular topic under consideration, the resources available to Council and the level of interest that the topic is likely to generate.

## 5.3 Public Consultation Steps – Other Circumstances

5.3.1 When a matter under Council's consideration is not specifically required by the Act to follow the steps set out in the Public Consultation Policy but specific sections within the Act do require that certain public consultation steps must be followed (or other circumstances as determined from time-to-time), Council will be guided by this Policy and the steps outlined in the relevant section of the Act.

5.3.2 Appendix B describes the processes to be undertaken by Council in these circumstances.

## 5.4 Public Consultation – Community Land

5.4.1 In addition to the requirements set out in Appendix A, prior to resolving to dispose of any land that has been excluded from classification as Community Land (other than land with an operational use) in accordance with Section 193(1)(a) of the Act, the Council will hold a public meeting in relation to the matter. Although if no written submission is received indicating an interest to be heard, the public meeting will not be held.

## 6. **Community Engagement Strategy**

6.1 Council has adopted the *Light Regional Council Community Engagement Strategy 2017–2022* (the 'strategy'). This strategy has been prepared to describe Council's commitment to engagement, provide clear direction on how Council will communicate consultation opportunities and detail how the community can shape the outcomes.

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- 6.2 The strategy will provide guidance to Council when undertaking consultation and supports the implementation of this Policy and should be read in-conjunction with this policy.
- 6.3 The strategy sets out a clear model of engagement which nominates four (4) different levels of participation depending on the topic being considered. Each level nominates different opportunities for feedback and influence on the decision as follows:
  - 6.3.1 Inform – which seeks to provide information and has a commitment to keep persons informed;
  - 6.3.2 Consult – which seeks feedback on preferences and makes a commitment to keep persons informed, listen and acknowledge concern and provide feedback on how input shaped the decision;
  - 6.3.3 Involve – which includes the involvement of the community to understand needs and concerns and seeks to work with interested persons to shape alternatives and provide feedback on how input influenced the decision; and
  - 6.3.4 Collaborate – which seeks to partner with the community to identify the preferred outcome/s. This process looks for direct advice in formulating a solution and community advice and input will be included in the decision making process to the maximum extent possible.

A copy of the modified table is included below.

- 6.4 When undertaking consultation, Council will clearly identify the level of participation and provide opportunities for input aligned with this level.
- 6.5 Should areas of dispute arise between the policy and the strategy, the policy will take precedence.

**Level of Participation**



	<b>INFORM</b>	<b>CONSULT</b>	<b>INVOLVE</b>	<b>COLLABORATE</b>
<b>Goal of Participation</b>	Provide information to assist in understanding how decisions will be/were made.	Obtaining feedback on preferences when there are options available.	Involving people and working together to understand all needs and concerns.	Partner with the community in each aspect of the decision including the development of alternatives and the identification of the preferred outcomes.
<b>When will it be used?</b>	When: <ul style="list-style-type: none"> <li>• A decision is made for legislative, financial, environmental or technical reasons;</li> <li>• There is no opportunity to influence the outcome.</li> </ul>	When: <ul style="list-style-type: none"> <li>• Input is required on concepts or designs;</li> <li>• There are several options available;</li> <li>• Final decisions are being shaped;</li> <li>• Issues and concerns are unclear.</li> </ul>	When: <ul style="list-style-type: none"> <li>• We need community knowledge to influence the decision;</li> <li>• There is likely to be a high level of interest;</li> <li>• We need to talk with us and each other about complex issues.</li> </ul>	When: <ul style="list-style-type: none"> <li>• We need community knowledge and input to work together to make the decision.</li> <li>• There is likely to be a high level of interest;</li> <li>• We need the community to understand the issues and directly influence the recommendations and decision</li> </ul>
<b>Commitment to the Community</b>	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and issues are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We look to the community for direct advice and innovation in formulating solutions and incorporate the community's advice and recommendations into the decision making process to the maximum extent possible.

**References**

- *Local Government Act, 1999 (Section 50).*
- *Light Regional Council Community Engagement Strategy 2017-2022*

**History**

1. *Original document adopted by Council on 20 June 2000.*
2. *Clause 6.2 included in policy and adopted by Council on 21 January 2003, Minutes Reference 16.2.2.7, Page 2003/21.*
3. *Clauses 6.1.2 and 9 amended and adopted by Council on 21 October 2003, Minute Reference 15.2.2, Page 2003/423.*
4. *Amendment No. 3 Policy Schedule of Requirements amended and adopted by Council on 18 September 2007, Minute Reference 10.3.4, Page 2007/278.*
5. *Amendment No. 4 adopted at Council meeting held 26 September 2017 Minute Reference Item 10.2 page 2017/344*

## Appendix A

Public Consultation – Schedule of Requirements: for matters **where Council is specifically required** by the *Local Government Act, 1999* to follow the steps set out in its Public Consultation Policy.

(Note: Section 50 of the Act requires Council to prepare and adopt a public consultation policy. The policy must set out the steps that the Council will follow where the Act requires that a Council must follow its public consultation policy; and may set out steps that the Council will follow in other cases involving Council decision-making).

Matter	Section of the Act	Summary of Public Consultation Steps
<p><b>Principal Office – Opening Hours</b></p> <p>Council should consult with its local community in accordance with its public consultation policy about the manner, places and times at which its offices will be open to the public for the transaction of business, and about any significant changes to these arrangements.</p>	S.45	As per the steps set out in Section 5 of this Policy.
<p><b>Code of Practice – Access to Meetings and Documents</b></p> <p>Before a council adopts, alters or substitutes a code of practice under S 92 it must follow relevant steps set out in its public consultation policy.</p>	S.92	<p>As per the steps set out in Section 5 of this Policy, with the addition of:</p> <ul style="list-style-type: none"> <li>• Before Council adopts, alters or substitutes a code of practice under this section it must make copies of the proposed code, alterations or substitute code (as the case may be) available for inspection or purchase at the Council's principal office.</li> </ul>
<p><b>Annual Business Plans and Budgets</b></p> <p>Before a council adopts an annual business plan, it must follow the relevant steps set out in its public consultation policy taking into account the requirements of sub-section (4) of this section of the Act.</p>	S.123	<p>As per the steps set out in Section 5 of this Policy. In addition, the consultation process must provide for the following:</p> <ul style="list-style-type: none"> <li>• The publication in a newspaper circulating within the area of the Council of a notice informing the public of the preparation of the draft annual business plan and inviting interested persons to attend: <ul style="list-style-type: none"> <li>○ a public meeting in relation to the matter to be held on a date (which must be at least 21 days after the publication of the notice) stated in the notice; <b>or</b></li> <li>○ a meeting of the Council to be held on a date stated in the notice at which members of the public may ask questions, and make submissions, in relation to the matter for a period of a least one hour.</li> </ul> </li> <li>• Council must make arrangements for a meeting and the consideration of any submissions made at that meeting, including ensuring copies of the draft annual business plan are available at the meeting for inspection (without charge) and purchase (on payment of a fee fixed by the Council) at the principal office of the Council at least 21 days before the date of that meeting.</li> <li>• Council must ensure that provision is made for a facility for asking and answering questions and the receipt of submissions on its website during the public consultation period.</li> </ul>
<p><b>Basis of Rating</b></p> <p>Before a council changes the basis of the rating of any land, or changes the basis on which land is valued for the purposes of rating or changes the imposition of rates on land by declaring or imposing a separate rate, service charge or service rate on any land the council must follow the relevant steps set out in its public consultation policy.</p>	S.151	<p>As per the steps set out in Section 5 of this Policy. In addition Council must:</p> <ul style="list-style-type: none"> <li>• Prepare a report on the proposed change; and</li> <li>• Publish a notice, in a newspaper circulating within the area of the Council, describing the proposed change and inviting interested persons to attend a public meeting in relation to the matter to be held on a date (which must be at least 21 days after the publication of the notice) stated in the notice;</li> <li>• Organise a public meeting and the consideration by the Council of any submissions made at that meeting or in response to the invitation;</li> <li>• Ensure copies of the report are available at the meeting and for inspection (without charge) and purchase (on payment of a fee fixed by the Council) at the principal office of the Council at least 21 days before the end of the period for public consultation.</li> </ul> <p>Note: A Report required under subsection (5)(d) may form part of the Council's draft annual business plan (and that plan as adopted) and the public consultation may be undertaken as part of the public consultation required with respect to the Council's draft annual business plan.</p>

<p><b>Basis of Differential Rates</b></p> <p>Differential rates may vary according to the use of land; locality of the land; locality of the land and its use; or on some other basis determined by Council.</p> <p>Before Council changes from declaring differential rates in relation to any land it must follow the steps in this Policy</p>	S.156	<p>As per the steps set out in Section 5 of this Policy. In addition Council must:</p> <ul style="list-style-type: none"> <li>• prepare a report on the proposed change;</li> <li>• Publish a notice, in a newspaper circulating within the area of the Council, describing the proposed change, informing the public of the preparation of the report and inviting interested persons to attend a public meeting in relation to the matter to be held on a date (which must be at least 21 days after the publication of the notice) stated in the notice;</li> <li>• Organise a public meeting and the consideration by Council of any submissions made at that meeting or in response to the invitation.</li> <li>• Ensure copies of the report are available at the meeting and for inspection (without charge) and purchase (on payment of a fee fixed by the Council) at the principal office of the Council at least 21 days before the end of the period for public consultation.</li> </ul> <p>Note: A Report required under subsection (14a)(a) may form part of the Council's draft annual business plan (and that plan as adopted) or a report prepared for the purposes of section 151(5)(d) and the public consultation may be undertaken as part of the public consultation required with respect to the Council's draft annual business plan or consultation under section 151(7).</p>
<p><b><u>Community Land – Exclusion from Classification</u></b></p> <p>Before the Council resolves to exclude land from classification as community land it must follow the steps set out in this policy.</p>	S.193	As per the steps set out in Section 5 of this Policy.
<p><b><u>Community Land – Revocation of Classification</u></b></p> <p>Council may (subject to the exceptions and qualifications set out in section 194 of the Act) revoke the classification of land as community land. In addition to the procedure outlined in the Act which Council must undertake, Council must also follow the steps in this Policy.</p>	S.194	<p>As per the steps set out in Section 5 of this Policy. In addition Council must:</p> <ul style="list-style-type: none"> <li>• prepare and make publically available a report on the proposal containing: <ul style="list-style-type: none"> <li>○ a summary of the reasons for the proposal; and</li> <li>○ a statement of any dedication, reservation or trust to which the land is subject; and</li> <li>○ a statement of whether revocation of the classification is proposed with a view to sale or disposal of the land and, if so, details of any Government assistance given to acquire the land and a statement of how the council proposes to use the proceeds; and</li> <li>○ an assessment of how implementation of the proposal would affect the area and the local community; and</li> <li>○ if Council is not the owner of the land – a statement of any requirements made by the owner of the land as a condition of approving the proposed revocation of the classification.</li> </ul> </li> <li>• After complying with the above requirements Council must: <ul style="list-style-type: none"> <li>○ Submit the proposal with a report on all submissions made on it as part of the public consultation process to the Minister; and</li> <li>○ If approved by the Minister, may make a resolution revoking the classification of the land as community land.</li> </ul> </li> </ul>
<p><b><u>Community Land - Management Plans – Adoption of a management plan</u></b></p> <p>A council must prepare and adopt a management plan or management plans for its community land.</p> <p>Before a council adopts a management plan for community land it must follow the steps in this Policy.</p>	S 197(1)	<p>As per the steps set out in Section 5 of this Policy. In addition, Council must:</p> <ul style="list-style-type: none"> <li>• make copies of the proposed plan available for inspection or purchase at the Council's principal office;</li> <li>• give public notice of its adoption of a management plan.</li> </ul>

<p><b><u>Community Land - Management Plans - Amendment or revocation of management plans</u></b></p> <p>A management plan may be amended or revoked by the adoption of a proposal for its amendment or revocation.</p>	S.198	<p>As per the steps set out in Section 5 of this Policy. In addition, Council must:</p> <ul style="list-style-type: none"> <li>• make copies of the proposed plan available for inspection or purchase at the Council's principal office;</li> <li>• give public notice of its adoption of a management plan.</li> </ul> <p>Note: If Council has adopted a management plan after a process of public notification and consultation before the commencement of the Act, S197(1) does not apply.</p>
<p><b><u>Community Land - Alienation by lease or licence</u></b></p> <p>A council may grant a lease or licence over community land (including community land that is, or forms part of, a park or reserve)</p>	S.202	<p>As per the steps set out in Section 5 of this Policy.</p> <p>Note: A council need not comply with these requirements if:</p> <ul style="list-style-type: none"> <li>• the grant of a lease or licence is authorised in an approved management plan for the land/and or the term of the proposed lease or license is five years or less; or</li> <li>• the regulations provide in the circumstances of the case, for an exemption from compliance with a public consultation policy.</li> </ul>
<p><b><u>Roads – Permits restricting access, or for use or activity requiring public consultation under regulations</u></b></p> <p>If Council proposes to grant an authorisation or permit that would result in any part of the road being fenced, enclosed or portioned so as to impede the passage of traffic to a material degree; or in relation to a use or activity for which public consultation is required under the regulations then Council must follow the steps in this policy.</p>	S.223	<p>As per the steps set out in Section 5 of this Policy. In addition, Council must:</p> <ul style="list-style-type: none"> <li>• given written notice of the proposal to agencies that are, under the regulations, to be notified of the proposal.</li> </ul>
<p><b><u>Roads – Planting of Trees or Vegetation</u></b></p> <p>Before Council plants vegetation, or authorises or permits the planting of vegetation on a road, the Council must follow the steps in this Policy.</p>	S.232	<p>As per the steps set out in Section 5 of this Policy. In addition, Council must:</p> <ul style="list-style-type: none"> <li>• give consideration to whether the vegetation is, on balance, appropriate to the proposed site taking into account: <ul style="list-style-type: none"> <li>○ the use and construction of the road (including interference with structures and services); and</li> <li>○ road safety matters; and</li> <li>○ other matters c8.3</li> <li>○ onsidered relevant.</li> </ul> </li> <li>• If the vegetation may have a significant impact on residents, the proprietors of nearby businesses or advertisers in the area, councils must follow the relevant steps set out in Section 5 of this Policy.</li> </ul>

## Appendix B

Public Consultation – Schedule of Requirements: for matters **where Council is not specifically required** by the *Local Government Act, 1999* to follow the steps set out in its Public Consultation Policy, but is required to comply with public consultation steps as set out in the relevant sections of the Act.

Matter	Section of the Act	Summary of Public Consultation Steps
<p><b><u>Declaration or amendment of Townships</u></b></p> <p>Township is defined under section 4 'Interpretation' as...<i>'any part of the area of a Council that contains at least 20 residences and that is defined as a township by Council by notice in the Gazette'</i>.</p> <p>Declaration of any such area is not subject to public consultation. A discrete consultation process is proposed to ensure that proper governance is achieved and to ensure the community has the opportunity to be engaged on these matters.</p>	S.4	<p>Council must:</p> <ol style="list-style-type: none"> <li>1. <b><u>Prepare a Townships Report</u></b> which: <ul style="list-style-type: none"> <li>• Describes the needs for the declaration or amendment of a township.</li> <li>• By way of public notice, published in a newspaper circulating within its area, inform the public of the preparation of the Report and invite written submissions on the subject of the review within a period specified by Council (being a period of at least 4 weeks);</li> <li>• Ensure copies of the Report are available for inspection (without charge) and purchase (on payment of a fee fixed by Council) at the principal and branch office of Council, and Council's website during the period of consultation.</li> <li>• Give any person who makes a written submission in response to an invitation to do so an opportunity to appear personally or by representative before The Council or a Council Committee and to be heard on those submissions.</li> </ul> </li> <li>2. <b><u>Finalise the Townships Report</u></b> <ul style="list-style-type: none"> <li>• At the conclusion of consultation, prepare a final report which includes consideration of all submissions for the attention of the Elected Body.</li> </ul> </li> </ol>
<p><b><u>Representation Reviews</u></b></p> <p>A council may, by notice in the Gazette after complying with the requirements of s.12:</p> <ul style="list-style-type: none"> <li>• alter the composition of the council; or</li> <li>• divide, or redivide the area of the council into wards, alter the divisions of the area of the council into wards, or abolish the division of the area of a council into wards; or</li> <li>• change the council from a municipal council to a district council, or change the council from a district council to a municipal council; or</li> <li>• alter the name of the council or area of the council.</li> <li>• Give a name to, or alter the name of, a ward.</li> </ul>	S.12	<p>Council must:</p> <ol style="list-style-type: none"> <li>1. <b><u>Prepare a Representation Options Paper</u></b> <ul style="list-style-type: none"> <li>• By way of public notice, published in a newspaper circulating within its area, inform the public of the preparation of the Representation Options Paper and invite written submissions on the subject of the review within a period specified by Council (being a period of at least 6 weeks);</li> <li>• Ensure copies of the Representation Options Paper are available for inspection (without charge) and purchase (on payment of a fee fixed by Council) at the principal office of Council during the period of consultation.</li> </ul> </li> <li>2. <b><u>Prepare a Report</u></b> <ul style="list-style-type: none"> <li>• Make copies of the Report available for public inspection at the principal office of Council; and</li> <li>• By public notice, published in a newspaper circulating within its area, inform the public of the preparation of the report and its availability and invite written submissions on the report within a period specified by Council (being a period of at least 3 weeks).</li> <li>• Give any person who makes a written submission an opportunity to appear personally or by representative before The Council or a Council Committee and to be heard on those submissions.</li> </ul> </li> <li>3. <b><u>Finalise the Report</u></b> <ul style="list-style-type: none"> <li>• Submit the report, accompanied by copies of written submissions received, to the Electoral Commissioner for certification.</li> </ul> </li> </ol>

<p><b><u>Status of a Council / Change of various names</u></b></p> <p>A council may, by notice in the Gazette, after complying with the requirements of s.13:</p> <ul style="list-style-type: none"> <li>• change the council from a municipal council to a district council, or change the council from a district council to a municipal council; or</li> <li>• alter the name of the council or area of the council; or</li> <li>• alter the name of a ward.</li> </ul>	S.13	<p>Council must:</p> <ul style="list-style-type: none"> <li>• Give public notice of the proposal inviting written submissions to be lodged on the matter within a specified period (at least 6 weeks);</li> <li>• Publish a copy of the notice in a newspaper circulating within its area;</li> <li>• Give any person who makes a written submission in response to an invitation to do so an opportunity to appear personally or by representative before The Council or a Council Committee and to be heard on those submissions.</li> </ul>
<p><b><u>Commercial Activities – Prudential Requirements</u></b></p> <p>Before engaging in:</p> <ul style="list-style-type: none"> <li>• a commercial project (including through a subsidiary or participation in a joint venture, trust, partnership or other similar body) where the expected recurrent or capital expenditure of the project exceeds an amount set by council for the purposes of s.48; or;</li> <li>• any project (whether commercial or otherwise and including through a subsidiary or participation in a joint venture, trust, partnership or other similar body) where the expected expenditure over the ensuing 5 years is likely to exceed 20 per cent of the council's average operating expenses over the previous five financial years or where the expected capital costs over the ensuing five years is likely to exceed \$4,000,000;</li> </ul> <p>Council must obtain and consider a report that addresses the prudential issues specified in s.48(2).</p>	48(2)(d) S.48	<p>Any report obtained and considered must include details such as the level of consultation with the local community, including contact with persons who may be affected by the project and representations made by them.</p> <p>The report must be made available for public inspection at the principal office of Council once Council has made a decision on the relevant project (and may be available at an earlier time unless Council orders that the report be kept confidential until that time).</p>
<p><b><u>Strategic Management Plans</u></b></p> <p>Council must develop and adopt plans (which may take various forms) for the management of its area, to be called collectively the <i>strategic management plans</i>.</p>	S.122	<p>Council must adopt a process or processes to ensure that members of the public are given a reasonable opportunity to be involved in the development and review of its strategic management plans.</p> <p>Council must ensure that copies of its strategic management plans are available for inspection (without charge) and purchase (on payment of a fee fixed by Council) by the public at the principal office of Council.</p>
<p><b><u>Passing By-laws</u></b></p> <p>Council must comply with specific consultation requirements if it proposes to make a by-law.</p>	S.249	<p>Council must:</p> <ul style="list-style-type: none"> <li>• At least 21 days before resolving to make a by-law, make copies of the proposed by-law (and other code, standard or other document proposed to be applied or incorporated by the by-law) available for public inspection, without charge and during ordinary office hours, at the principal office of Council and on the internet; and</li> <li>• Publish a notice in a newspaper circulating in the area of Council informing the public of the availability of the proposed by-law and setting out the terms of the by-law.</li> <li>• Give reasonable consideration to a written or other acceptable submission made.</li> <li>• Once a by-law has been made, publish a notice of the making of a by-law in a newspaper circulating in the area of the Council.</li> </ul>

<p><b><u>Power to Make Orders</u></b></p> <p>Councils must take reasonable steps to prepare and adopt policies relating to power to make orders.</p>	<p>S.259</p>	<p>Council must:</p> <ul style="list-style-type: none"> <li>• Prepare a draft of the Policy</li> <li>• By publication of a notice in a newspaper circulating in the area of the Council, give notice of the place or places at which copies of the draft are available for inspection (without charge) and purchase (on payment of a fee fixed by Council) and invite interested persons to make written representations on the draft within a period specified by Council (being a period of at least 4 weeks).</li> <li>• Consider submissions made in response to the invitation.</li> <li>• Before adopting an amendment to a Policy, by publication of a notice in a newspaper circulating in the area of Council, give notice of the place or places at which copies of the amended policy are available for inspection (without charge) and purchase (on payment of a fee fixed by Council) and invite interested persons to make written representations on the draft within a period specified by Council (being a period of at least 4 weeks). Consider submissions made in response to the invitation.</li> </ul>
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