

# Community engagement guidelines



SHAPE

Mount Alexander





## **Purpose**

These guidelines are intended as a practical support for the implementation and application of the Community Engagement Policy.

## **Scope**

This document applies to Council officers (including full time, part time, casual employees, agency staff and students).

## **Acknowledgements**

Mount Alexander Shire Council acknowledges that the traditional custodians of this land, the Dja Dja Wurrung and Taungurung peoples, proudly survive. We acknowledge their continued practise of custom and their close cultural, spiritual, physical, social, historical and economic relationship with the land and waters that make up their country, which includes Mount Alexander Shire. Council recognises the Victorian Government's Recognition and Settlement with both the Dja Dja Wurrung Clans Aboriginal Corporation and the Taungurung Land and Waters Council.

We would also like to acknowledge the input of Councils from the City of Greater Bendigo, Glenorchy Shire, Douglas Shire and Campaspe Shire for their preceding work, which contributed greatly to this document.



# Introduction

At Mount Alexander Shire Council, we see every day the vital importance of working collaboratively with the people who live here in driving decision making and ensuring the community is creative and connected.

That's why we've developed this framework for community engagement. Making it easier for the community to contribute to decision making, and for Council and council officers to inform and collaborate with residents and visitors, will help us all shape a better future for everyone in Mount Alexander Shire.

These guidelines are intended to help council officers understand the purpose of engaging with the community, and how it is best practiced. It is complemented by the Community Engagement Toolkit, which provides clear steps for officers to undertake community engagement, in line with the Community Engagement Policy.





## What is community engagement?

Effective community engagement will ensure the community's and Council's visions and goals are shared and achieved, decision-making processes are fair and equitable, and relationships and trust between Council, organisations and the communities are strong and lasting.

'Community' can be defined in multiple ways – from the entire population of the shire (and potential visitors), to businesses, interest groups, citizens groups and more. It may mean a geographic region within the shire, a community with a shared interest, or a community of affiliation (such as a sporting club).

The manner of engagement can also vary. The IAP2 framework (detailed on page 8 – 'Our Process for Community Engagement') identifies a spectrum of engagement methods – inform, consult, involve, collaborate and empower – and these can be conducted in a huge variety of ways, from online feedback and interaction or public noticeboards through to surveys, advisory committees all the way to community forums, all dependent upon the needs of the issue being engaged with.

## Why do it?

Effective community engagement will lead to marked benefits for the community and Council. Decisions by Council that will affect community members will be better informed, and more reflective of the desires of people affected.

By fully incorporating the needs, desires and local knowledge of the shire's residents and various stakeholders, effective community engagement will mean:

- better project and service delivery
- more resilient relationships between Council and community, and within the community
- improved reputation of the shire among the Australian community
- increased understanding of community issues
- a greater ability for partnerships to form within the community
- a greater ability for Council and community to address complex and emerging issues
- previously unheard parts of the community are better supported, and their (often serious and poorly understood) concerns addressed
- communities are able to identify priorities and solutions for themselves, increasing commitment to implementing those solutions.



# Climate change emergency declaration



Case study

## Project overview

Mount Alexander Shire Council has a long history of climate change action. Our first Greenhouse Gas Action Plan was developed in 2000. Climate change, its mitigation and climate protection have historically been a very high priority for the community.

In 2019 Council hosted a Climate Change Forum to inform its future action on climate change. The forum was designed to help Councillors better understand what declaring a climate change emergency would mean for the shire (that followed a petition with over two thousand names being presented and calling for Council to make the declaration) and other ways to tackle climate change as a Council and community.

In considering the petition, Council wanted to make sure that they facilitated an educated debate and ensure that their decision on the requested declaration had strong community support.

## Objective

To provide the community with a forum to express their views regarding the declaration of a climate change emergency. These views would educate and inform the Councillors decision making when considering whether to make the declaration.







## Case study

### Engagement design

Council wanted to be responsive to the request from community so designed and delivered the forum in a short period of time. The forum allowed for verbal presentations. Written submissions were also called for from community, business and stakeholders.

The forum occurred over three sessions on one day. There was a morning, afternoon, and evening session. Verbal submissions were received by Councillors.

The framework for the forum was very important. The forum was an open community event. Each participant was given 5 minutes to present their submissions and take questions from Councillors. Audience members could not directly question people who were providing submissions to Councillors.

A communications plan was designed to ensure that the forum was known to the community. Advertisements were strategically placed to ensure the widest distribution. Distribution channels included the local paper, interviews on local radio, posters on local notice boards, information on the Council website and social media and targeted email contact to user groups and interested parties.

### Participation was promoted and supported

A background flyer was developed to explain the purpose of the forum, educate the community on actions already taken by Council and inform them how they could make a verbal or written submission.

### Outcomes

Councillors received 49 verbal submissions on the day of the forum.

A total of 91 written submissions were received by residents, ratepayers, businesses and organisations.

Council resolved to declare a Climate Change emergency on 17 December 2019.

### Lessons

Councillors were excited by the project and viewed the forum as a powerful tool to explore topics and have differing opinions presented in a constructive and informative way.

It was important to have a strong framework for the forum. By setting expectations regarding inclusion, transparency, process, and behaviour you will achieve better outcomes.

The communications plan must be well balanced to ensure the community knows that all points of view will be considered.

It is important that the promise to the community is defined at the inception of the project. Ensuring that submitters, both verbal and written, know how their submissions will be used will instil confidence in the process.

Resourcing associated with an event like this is significant, and it can mean that a lot of other activities are delayed. Gaining an understanding from Councillors about this from the start is valuable.

This originally appeared in the Victorian Government's Community Engagement Toolkit for regional and rural councils.



# Our principles of community engagement

Mount Alexander Shire's commitment to community engagement is set out in the six fundamental principles of engagement in the Community Engagement Policy.

## **We are transparent**

This means that when Council engages with the community it:

- Has clearly defined objectives and scope
- Provides clarity on which aspects are negotiable or not
- Outlines the level of participation (inform, consult, involve, collaborate or empower).

## **Engagement is timely and relevant**

This means when Council engages with the community it:

- Provides objective, relevant and clear information on the matter that is the subject of community engagement
- Allows reasonable timeframes for engagement.

## **We are open and inclusive**

This means that when Council engages with the community it actively seeks to:

- Engage with representatives including persons and groups affected by the matter that is the subject of community engagement.
- Engage with parts of the community who have historically not been involved in decision making.
- Reach marginalised and disenfranchised groups in the community.

## **Participation is accessible to all**

This means that when Council engages with the community it will:

- Provide a variety of communication methods that suit the needs of the community, and reasonable support, to enable meaningful and informed engagement.
- Support all participants to engage and reduce barriers to participation.
- Use culturally appropriate engagement methods.
- Support people to be involved in the ways that are most relevant to them.
- Engage with people in the places they are connected to, and in spaces that are welcoming and accessible.

## **We always close the loop**

This means that when Council engages with the community it:

- Informs the community about how their input has or will influence Council's decision making.

## **We always evaluate**

This means that when Council engages with the community it:

- Evaluates the community engagement process to assess whether the objectives and outcomes have been achieved and identify opportunities for improvement.

# Our process for community engagement

We have adopted an eight-step process for engagement, which forms the basis of the Community Engagement Toolkit.



## Define

### What is the decision to be made?

- Can you describe the decision to be made in one sentence? (for many projects there may be several decisions to be made at different stages of the project)
- Do you need to take into account any relevant legislation?
- What is the level of impact of the decision?
- Can you clearly describe the purpose, objectives, and scope of the community engagement?



## Identify

### Who needs to be engaged?

- Who is or will be affected by, interested in, or who can influence or inform the decision?
- Do you understand how they are affected and the nature and intensity of their interest, their capacity and willingness to participate and what are any barriers to that participation?
- Using the above information identify the preferred method(s) of community engagement.



## Understand

### How you are going to engage?

- Plan, prepare and ensure engagement activities align with Council policies and engagement principles.
- What level of participation is required? (Inform, Consult, Involve, Collaborate or Empower – see below). Is there any mandatory requirement (under the Local Government Act 2020) to undertake community engagement or deliberative engagement?
- What engagement tools and tactics will be used?
- What resources (including any financial costs) are required to undertake the engagement and how long will the public participation take?
- Define how their input will be used.
- Have/how will the objectives and scope of the community engagement been/be made clear to the participants?
- How do you plan to engage hard-to-reach communities and/or individuals?
- Is there a need to provide information in languages other than English (LOTE) or via other means (such as interpreter service, Easy English etc.)





## Document

### How are you going to record and report the public participation?

- Ensure your understandings are clearly captured in a community engagement plan.
- Ensure that the participants will be able to understand their role, the engagement is recorded and is reported back to the community.
- Are there any risks that need to be managed?
- How will you monitor, provide feedback on, and evaluate the process?



## Implement

### Engage

- You now have objectives, identified stakeholders, and a plan to engage them, as well as the tactics and tools, now to put it all into effect!



## Learn

### What has the community engagement told you?

- Monitor progress, budget and timelines to meet objectives.
- Monitor and respond to risks; both current and emerging.



## Evaluate

### What effect/change has occurred as a result of the engagement?

- How has the engagement informed the decision that needed to be made?



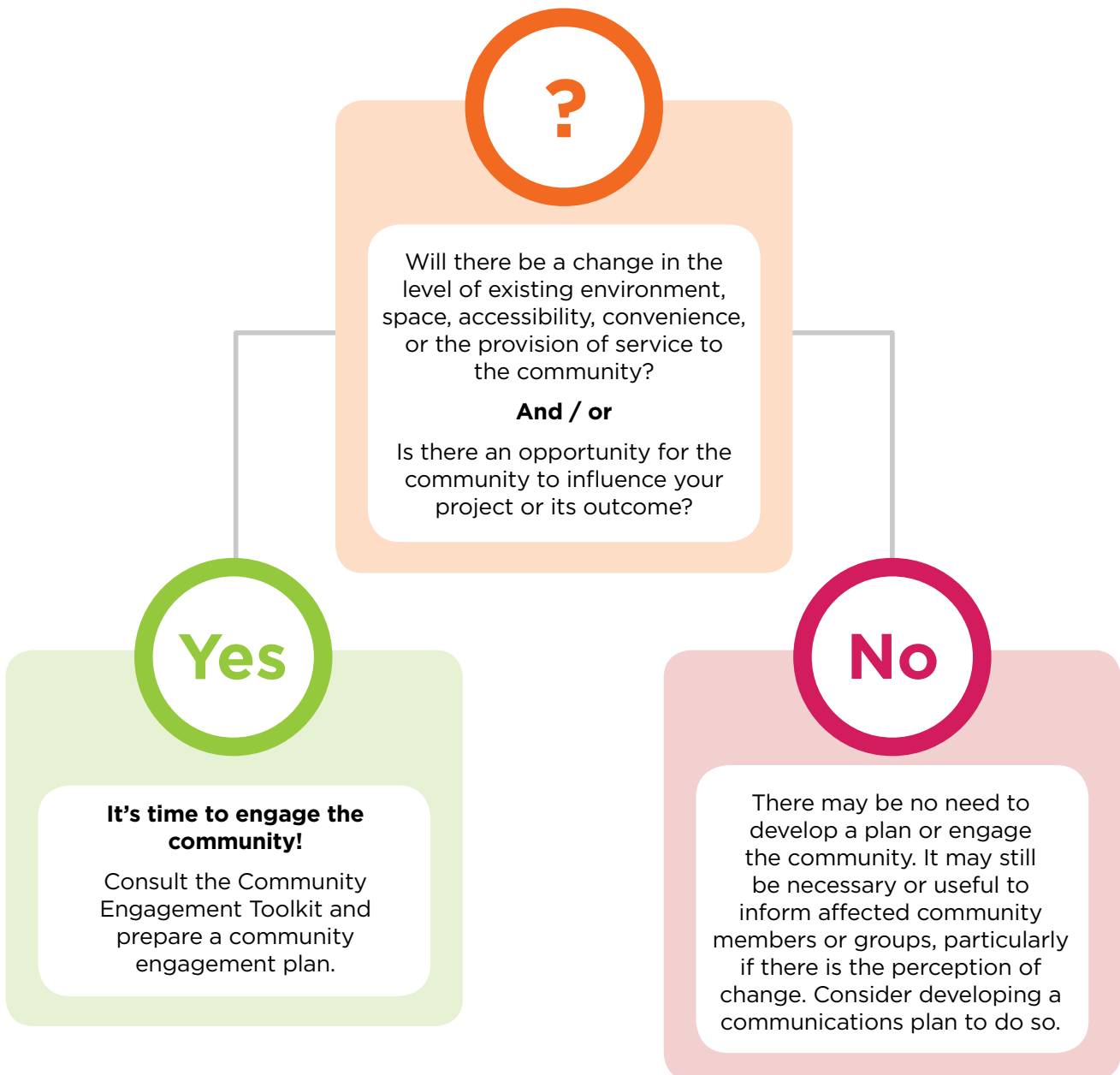
## Feedback

### Make sure you close the loop

- Inform the community of what we asked, what we were told and what we did as a result.
- Report to Council on the community engagement outcomes.
- Ensure any lessons from your evaluation are captured for future engagement by other parts of Mount Alexander Shire Council.

# How do we decide whether to invest in community engagement?

Two key conditions must be met. The decision in question must relate to a meaningful change in the community's lives, and the community's involvement has the potential to meaningfully influence the decision being taken.





## Other considerations

The history and context surrounding certain areas, issues and community groups should be considered when determining whether or not community engagement is necessary.

- Is there a history associated with the project or issue that should inform the manner of engagement?
- Are community views on the issue or project already well understood through previous related engagement efforts?
- Does the project or issue have the potential to become highly politicised?

- Is there an opportunity to build or maintain a positive relationship through engaging proactively and openly with a section of the community?
- Is there a chance that there will be considerable public outrage if the community is displeased with, or feels no ownership over the outcome?
- Do you need to take into account any relevant legislation?

All of these considerations should affect both the decision to engage with the community as well as the manner in which we engage.



# Who do we work with in the community?

Identifying the right people and groups to work with is crucial to successfully addressing community issues or completing a project. Without identifying these stakeholders, fierce opposition to a decision can appear late in the process from groups who feel unheard, or participation in the process will be low, leading to perceptions of illegitimacy in the final decision.

## **Stakeholders may include:**

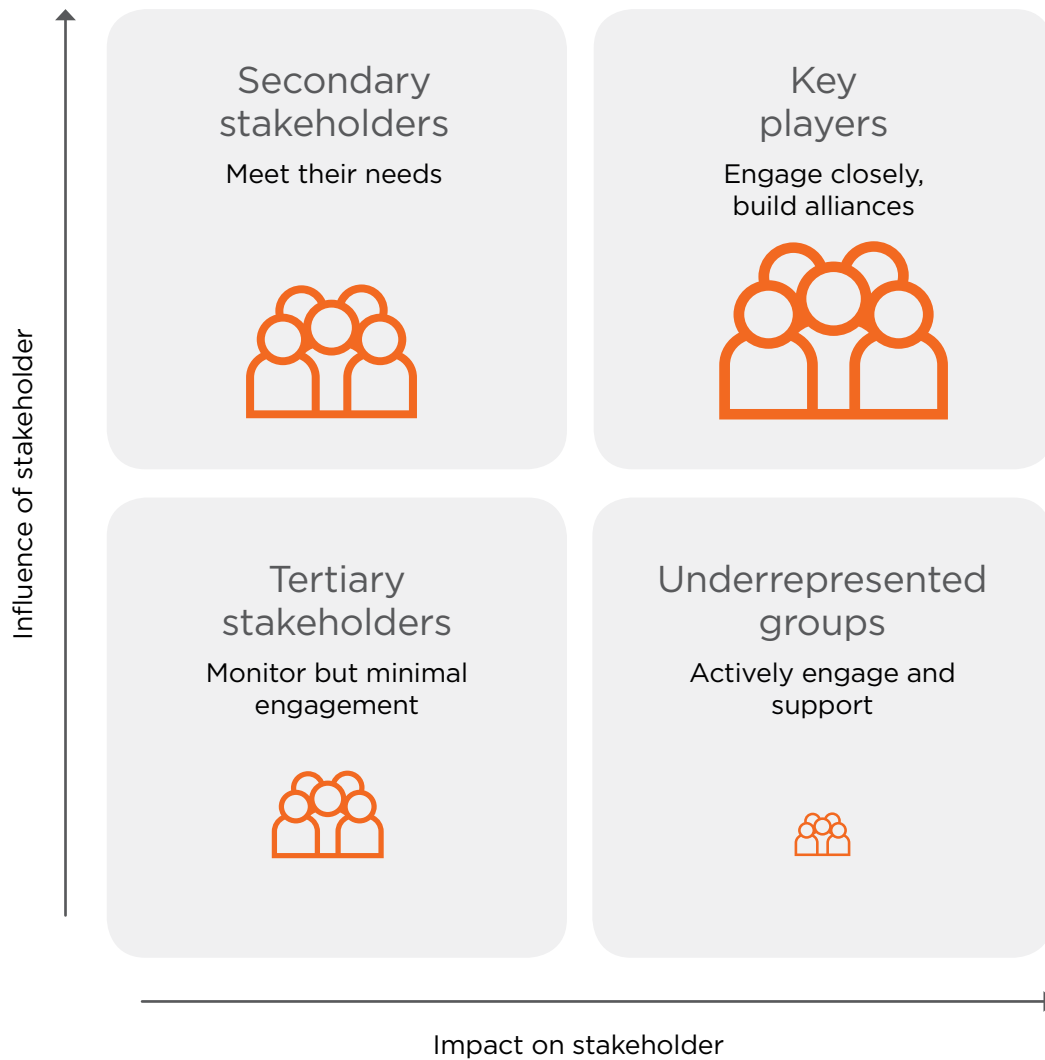
- Residents (including long term, new, commuter)
- Community groups, organisations, businesses
- Specific sectors of the community (including children, parents, Indigenous, LGBTIQ+, People with a Disability, Culturally and Linguistically Diverse)
- Service providers (including education, health, transport, library, volunteers)
- Visitors and tourists
- Federal, State and local government authorities
- Councillors and officers (including full time, part time, casual employees, trainees, apprentices, agency staff and students), contractors, volunteers





## Stakeholder matrix

This guide can assist in identifying groups, and the manner and intensity of engagement required.



A core focus of Mount Alexander Shire Council's engagement efforts should be the 'underrepresented groups' quadrant. 'Key players' tend to be willing and eager to engage, and should be, closely. However, our stated principles of being 'open and inclusive'

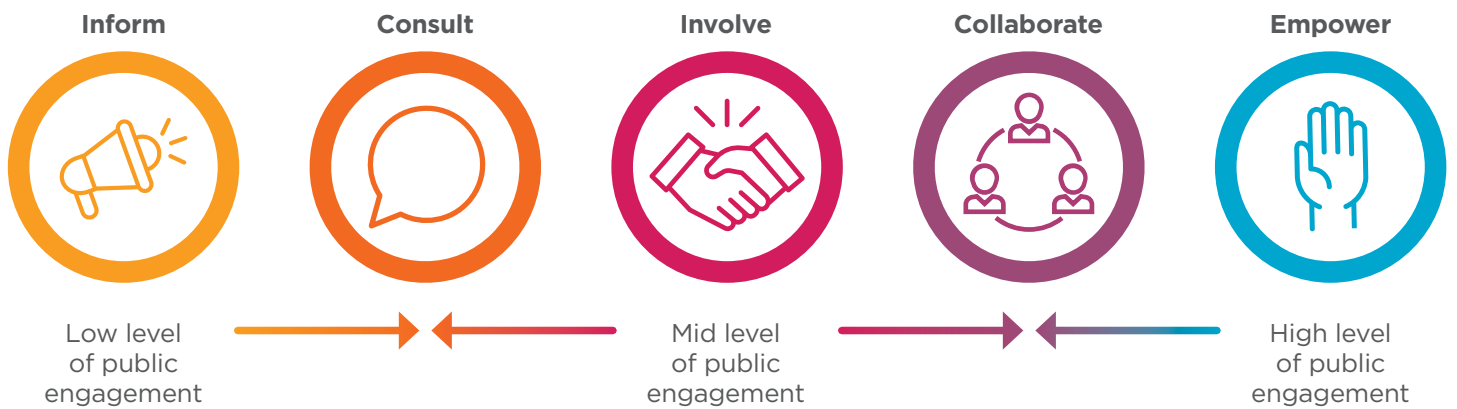
and 'accessible to all' necessitate greater effort in engaging groups and communities that are less engaged, but equally affected, by Council decisions.

# Our model of community engagement

We have adopted the International Association of Public Participation (IAP2) model of community engagement. Given engagement can take many forms, and can vary in its method of delivery between and even within a project, this spectrum helps define the public's role at any point in public participation process.

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Public participation goal	Description	Council promise	Community role
<p><b>Inform</b></p> 	<p>To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.</p>	<p>We will keep you informed</p>	<p>Listen</p>
<p><b>Consult</b></p> 	<p>To obtain public feedback on analysis, alternatives and/or decisions</p>	<p>We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how your input influenced decision making. We will seek your feedback on drafts and proposals</p>	<p>Contribute</p>
<p><b>Involve</b></p> 	<p>To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.</p>	<p>We will work with you to ensure your concerns and aspirations are directly reflected in options developed, and provide feedback on how your input influenced the final decision.</p>	<p>Participate</p>
<p><b>Collaborate</b></p> 	<p>To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.</p>	<p>We will partner with you to create solutions to mutually identified issues and incorporate your advice and recommendations to the maximum extent possible.</p>	<p>Partner</p>
<p><b>Empower</b></p> 	<p>To place final decision making in the hands of the public</p>	<p>We will implement what you decide.</p>	<p>Decide</p>

Instances of the EMPOWER level of engagement are likely to be rare, implemented only in instances of extremely high impact and community interest. It's recommended that a choice to place decision making in the hands of the community directly be made by, or in conjunction with, Executive and Council.

Once the stakeholders have been identified, the method/s of engagement can be developed. The decision about what level of engagement to enter into will rest with a given project lead (see roles and responsibilities). In developing which methods to use, the following factors should be considered:





- Legislative and regulative requirements
- Political significance
- Budget
- Timing and duration
- Professional skills required
- Access, inclusion and equity
- Target audiences
- Locality barriers/differences
- Potential cultural barriers
- Historical and current issues relating to the audience/topic





# Impact assessment

## Impact matrix

Objective/Level of engagement	Target Audience	Motivator or concern	Message
<p>High: Shire wide</p> 	<ul style="list-style-type: none"> <li>Community vision, council plans, annual plans</li> <li>Significant policies/strategies – a capital works program, Reconciliation Plan, Climate Change Action Plan, Heritage Plan, etc.</li> <li>Major changes to shire-wide services such as waste or child care</li> <li>Addition, removal or major changes to a regional facility or infrastructure</li> </ul>	<ul style="list-style-type: none"> <li>Significant impact on health, safety or wellbeing of shire residents</li> <li>Politically sensitive</li> <li>Potential for high degree of controversy or conflict</li> <li>Likely high level of impact across shire</li> <li>Likely to have a long-term impact across the shire</li> </ul>	<p>Engagement must commence before decisions are made</p> <p>Recommended lead time is three months plus</p>
<p>High: Local</p> 	<ul style="list-style-type: none"> <li>Removal or relocation of a playground</li> <li>Changes to valued youth activities (e.g. a skate park)</li> <li>Major works, events or road closures</li> <li>Significant changes to car parking</li> </ul>	<ul style="list-style-type: none"> <li>Loss or major change to service or facility to local community</li> <li>Potential high degree of controversy or conflict</li> <li>Likely high level of impact at a specific location or for specific stakeholder group</li> </ul>	<p>Notification must be given to affected stakeholders before action is taken</p> <p>Recommended lead time is six weeks plus</p>
<p>Low: Shire wide</p> 	<ul style="list-style-type: none"> <li>Minor change to customer service processes (e.g. paying rates, hours of council operation)</li> <li>Minor change to shire-wide activities (e.g. Australia Day-Survival Day event)</li> <li>Reviews of existing plans and strategies</li> </ul> <p>Non-contentious changes to fees and charges</p>	<ul style="list-style-type: none"> <li>Potential for some controversy or conflict</li> <li>Ongoing or temporary change to service or facility</li> </ul>	<p>Notification should be given to affected stakeholders are notified before action is taken</p> <p>Recommended lead time is two weeks plus</p>
<p>Low: Local</p> 	<ul style="list-style-type: none"> <li>Minor change to local infrastructure (e.g. a playground)</li> <li>Regular street works</li> <li>Changes in time and venue of a local activity</li> </ul>	<ul style="list-style-type: none"> <li>Potential for some controversy or conflict</li> <li>Likely low level of impact at a specific location or for specific stakeholder group</li> </ul>	<p>Notification should be given to affected stakeholders are notified before action is taken</p> <p>Recommended lead time is two weeks plus</p>

# Determining the appropriate methods of engagement

## Engagement method matrix

Once the level of impact, the relevant stakeholders, and the public participation goal have been determined, these can be aligned with specific community engagement activities to implement.

This matrix is intended as a guide, and not completely comprehensive. For instance, use of Mount Alexander Shire Council's online community engagement portal, Shape Mount Alexander, should be considered necessary in almost all instances of community engagement.





Level of engagement	Method	High impact - Shire wide	High impact - local	Low impact - Shire wide	Low impact - local
Inform	Advertisements	●●●	●●●	●●	●
	Billboard, banner, poster, signage	●●●	●●	●●	●●
	Bill stuffer	●●	●●●	●	●
	Direct SMS	●●	●●	●●	●
	Bulk email campaign	●●●	●●	●●	●●
	Local radio and television	●●	●●	●●	●
	Media release	●●●	●●●	●●	●
	On-hold telephone message	●●	●●	●●	●
	Phone banking	●	●	●	●
	Printed information - fact sheets, brochures etc	●●	●●	●●	●
	Public display - shopping centre/community hall	●●●	●●	●●	●●
	Reports	●●	●●	●	●
	Social media posts	●●●	●●●	●●	●●
	Website content	●●●	●●●	●●	●●
	Engagement platform	●●●	●●●	●●●	●●
Information sessions/community meetings	●●●	●●●	●	●	
Consult	Online survey	●●●	●●	●	●
	Invite submissions	●●●	●●●	●●	●
	Focus groups	●●	●●	●	
	Phone survey	●●	●		
	Intercept interview	●●	●●		
	Engagement platform	●●●	●●●	●●	●
	Social media invitations for online engagement	●●	●●	●●	●
	Information sessions/community meetings	●●	●●		
	Doorknocking	●	●●		●
Involve	Establish a hotline	●●	●		
	Meet key stakeholders	●●●	●●●	●	
	Meeting with target and affected groups	●●●	●●●	●	
	Workshops	●●	●●		
	Community forum/debate	●●	●●		
	Community reference group/panel	●	●		
Collaborate	Public meeting	●●	●●	●	
	Expert reference groups	●●	●●		
	Community advisory committee	●●	●		
	Codesign working group	●●	●●		
Collaborate	Roundtable	●	●		
	Citizen Jury	●			
	Public ballot	●			

**High impact:** ●●● Strongly desirable/essential ●● Desirable ● Optional Likely not necessary  
**Low impact:** ●●● Strongly desirable/essential ●● Desirable ● Optional Likely not necessary

# What resources are required?

To deliver effective community engagement, it is recommended that the level of time, budget and human resources available are identified and confirmed. Some considerations should include:

Time	<ul style="list-style-type: none"> <li>• By which date is a decision/outcome required?</li> <li>• Is there enough time for the engagement to be undertaken? Consider the required approvals, level of engagement and the engagement method/s being used.</li> <li>• Have you allowed lead time for media releases? This will be a number of weeks ahead of when you want media coverage. Talk to the Communications Team early in your development of your plan.</li> <li>• Are there legislative timeframes for community engagement?</li> <li>• Is there adequate time to promote the engagement, encourage participation, disseminate information and allow the community and Council officers to make a considered response?</li> <li>• Are there other events or activities taking place that may impact the engagement process such as school holidays, public holidays or community events?</li> <li>• Are there any competing priorities or events occurring at the same time as your project that need to be considered or informed?</li> </ul>
Budget	<ul style="list-style-type: none"> <li>• Has a budget been developed as part of the community engagement plan?</li> <li>• Is there a budget available/confirmed to enable the appropriate level of engagement to be undertaken? Consideration must also be made for additional hours worked by Council officers, venue hire, postage, promotion.</li> </ul>
Human Resources	<ul style="list-style-type: none"> <li>• What level of involvement do Councillors have?</li> <li>• Consider the number of people and skills required to deliver the community engagement.</li> <li>• Are external facilitators required or are there skills/resources available within the organisation? Consider the impact and/or benefit of using an external facilitator compared to using a Council officer.</li> <li>• Are there other officers that may be able to assist with engaging with a particular group/community due to an existing relationship?</li> <li>• What impact will the community engagement process have on the workload of the officers involved?</li> </ul>



# Community engagement plan

The community engagement toolkit should be used to develop your plan.

When finalising the plan, ensure that the Learn, Evaluate and Feedback elements of the community engagement process will be delivered, not only the engagement itself.

Also consider how and when stakeholders will be notified of how their input was considered. What other key dates or milestones need to be communicated? How will the findings be reported to the final decision-maker?

For issues determined to be in the low impact – local and shire-wide categories, a plan may not be necessary, but for high impact issues, it is. For low impact issues, approval of plans rests with the relevant manager, while high impact issues require manager and director sign-off. Directors have discretion to seek CEO or full Executive sign-off in instances of particular sensitivity or high predicted budgets.

## Monitoring and evaluation

Upon completion of the engagement plan, the implementation of tactics should occur in tandem with documenting the results of community feedback and consultation, with a view to inform evaluation which also occurs throughout the process.

While any major engagement project should result in a comprehensive evaluation of its strengths, weaknesses and eventual outcomes, ongoing

monitoring and evaluation can ensure that appropriate improvements can be made in response to effective or ineffective elements of the plan.

Final evaluations will likely be made public, so they should be prepared accordingly, and reported to Council, along with lessons to be applied in future engagement efforts.

## Feedback

Accurate and clear recording of monitoring and evaluation is critical to ensuring the engagement process is accountable and transparent, and the community can be made clearly aware of processes and outcomes.

Consideration also needs to be made in relation to meeting all record keeping and privacy requirements when managing participant information.

Closing the loop and providing feedback to participants is one of the most important steps of the engagement process as it maintains the trust developed during the engagement program and ensures transparency of the process.

It is important to show participants how the engagement outcomes were collated, analysed and considered (along with other input and technical,

financial or legislative requirements) as part of Council's decision-making process.

Sometimes feedback needs to be provided not only to participating stakeholders, but the whole community, depending on the issue.

Providing feedback is one way to build and maintain relationships with the community.

It is important to note that depending on the type of project or engagement being undertaken, providing feedback to participants or the community can take place at various stages during the engagement program. This helps to ensure that participants remain engaged during the process.

The project lead is responsible for the provision of feedback to close the engagement loop.

# Roles and responsibilities

Community engagement is recognised as a whole of organisation responsibility however clarification of specific roles and responsibilities are required to ensure best practice. The following positions have the following responsibilities which include:

Councillors	<ul style="list-style-type: none"> <li>• Support, promote and participate in community engagement activities where appropriate</li> </ul>
Executive	<ul style="list-style-type: none"> <li>• Advise managers of key considerations relating to large engagement projects</li> <li>• Approve engagement plans when escalated by managers</li> <li>• Advise and update Councillors on relevant engagement projects</li> </ul>
Managers	<ul style="list-style-type: none"> <li>• Assist Council officers to meet the requirements of the Policy and Procedure</li> <li>• Approve engagement plans, escalating to Executive for approval where it is considered necessary – discretion for escalation resides with the manager (i.e. for ‘high impact’ projects).</li> <li>• Oversee community engagement planning and delivery in respective areas</li> </ul>
Manager Communications and Customer Service	<ul style="list-style-type: none"> <li>• Ensure the Policy and Procedure is up to date</li> <li>• Oversee the Corporate Calendar on Intranet and coordinate training for officers (in conjunction with People and Culture)</li> <li>• Monitor adherence to Policy and Procedure and submit a quarterly report to the Executive team on the organisation’s community engagement</li> </ul>
Communications Team	<ul style="list-style-type: none"> <li>• Offer advice on engagement activities and communications plans</li> <li>• Assist with development and issuing of media and social media material</li> <li>• Oversee publishing of materials on Council websites</li> </ul>
Council officers	<ul style="list-style-type: none"> <li>• Adhere to the Community Engagement Policy and Procedure to ensure community engagement is properly planned and delivered</li> <li>• Ensure monitoring and evaluation is prepared according to the Policy, and delivered to the relevant manager.</li> <li>• Use the Toolkit to develop plans for approval and implementation</li> </ul>



# Compliance, monitoring and review

A number of specific positions with the organisation have responsibilities in the compliance, monitoring and review of the Community Engagement Procedure. These include:

Compliance	Manager Communications and Customer Service	Ensuring obligations for compliance are clear and understood by officers.
	Managers	Ensuring compliance with Policy and Procedure.
	Officers	
Monitoring	Manager Communications and Customer Service	Preparing reports including evaluation of impact, stakeholder management, influence and outcomes.
	Managers	Ensuring plans are developed and delivered.
	Officers	
Review	Manager Communications and Customer Service	Reviewing the Community Engagement Policy and Procedure as required to ensure relevance and currency.
	Managers	Reviewing community engagement plans development and implementation.
	Officers	

## Reporting

The Manager Communications and Customer Service is responsible for:

- Developing and managing reporting mechanisms.
- Ensuring regular reports are provided to Executive.
- Preparing an annual Community Engagement Report and summary for the Council Annual Report.

## Records management

All Council officers are required to comply with Council's Records Management Policy. Documents created while planning, implementing and evaluating community engagement activities must be saved/stored in Council systems including:

**TRIM:** Engagement plan, approval and evaluation, feedback received, communications issued.

A separate folder should be created in TRIM for each community engagement project. This folder should contain the community engagement plan, materials, feedback and evaluation.

File naming conventions - Community Engagement plans should be saved in TRIM in the appropriate location as **Community Engagement - (name of project or issue) - (month year)**

*e Apples, from a better place*



## Human Rights Statement

It is considered that this policy does not impact negatively on any rights identified in the Charter of Human Rights and Responsibilities Act (2006). Mount Alexander Shire Council is committed to consultation and cooperation between management and employees. Mount Alexander Shire Council will formally involve the Workplace Consultative Committee in any workplace change that may affect employees.