

This template is based on that used across existing Local Government Policies as at 2020

Community Engagement - Model Policy

Model **Local Government Framework Policy**

Community Engagement Subject Matter Specific

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Council Authorised Framework Policy Executor: Chief Executive Officer (CEO)	Policy No.: <i>002</i> Date of Currency: <i>Date to date</i>
<i>For Acknowledgement, Accountability and Inconsistency with this Policy See Model Policy 001</i>	

Purpose of this Policy

The purpose of this Community Engagement, subject-matter specific, Framework Policy is to:

- Simplify the identification of opportunities for Community Engagement.
- Maximise Community engagement;
- Clarify, How, When and Where the Local Government Engages with its District Community;
- Clarify and distinguish the difference between the roles of the Council and their administrative staff;
- Simplify management guidelines;

Policy Object

The object of this policy is to align the activities, functions and affairs of the Local Government with the intention of the Local Government Act. 1995. And specifically that ‘duty of care’ prescribed at Section 1.3. which includes ... *to result in greater community participation in the decisions and affairs of local government.*

Policy Scope

As a “Framework” or “Principal” Policy, this Policy has Universal application across the Local Government’s, interactions, acts, actions and decisions.

Policy 001 – Model Corporate System Framework Policy applies to this policy.

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Policy Statements

Except where specifically otherwise prescribed in law; this Principal Policy determines that the Local Government:

1. Will ensure all persons (including physically or mentally challenged persons) are treated equally without fear of prejudice, bias, bullying, harassment, intimidation or nepotism;
2. Will actively create opportunity for engagement of community members in as much of its functions as is practicable;

Ceremonies, Receptions, Functions & Other Local Government Sponsored Events

The Local Government:

3. Will conduct inauguration or other community centric ceremonies at venues, dates and times approved by Council;
4. Will annually review and approve a list of proposed Civic Events and publish that approved list to the public. The List may include but not be limited to:
 1. Annual General Community Civic Function;
 2. Indigenous Recognition;
 3. Australia Day;
 4. Western Australia Day;
 5. ANZAC Remembrance Day;
 6. VE / VP Remembrance Day;
 7. Mayoral Receptions;
 8. Citizenship & Other Civic Ceremonies;
 9. Ceremonial Openings or Naming of Local Government Assets, Facilities, Functions, Programs or Other Buildings or Places;
 10. Other Civic Receptions, Appreciation Functions, or Award presentation Functions;
5. Will ensure that any such ceremony proposed to be held will be advertised to the District Community and be open to public attendance;
6. Will ensure that no speaker at any such event shall use that opportunity to speak to party political matters;
7. Will at the request of the Mayor, or council, facilitate a reception for visiting dignitaries, or other special guests. Such receptions may be public or by invitation; at the discretion of the Mayor or Council, but are to include all current Elected Members and Freepersons of the Local Government;

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Supporting Community Events

The Local Government:

8. Will publish a listing of all community engagement events and activities, (including a brief summary of outcomes achieved), to residents and ratepayers. The listing shall include identification of where advertising of future events may be found;
9. Will list, support, encourage, promote through advertising on its webpages, all District Community or Charity events similar to:
 1. Jacaranda Festival by Rotary;
 2. Kidchella by Rotary
 3. Charity Sausage Sizzles;
 4. Primary School Eyesight Testing by Lions;
 5. Lions Christmas Cake sales;
 6. Street gatherings by Neighbourhood Watch or Street Teams.

Making, Reviewing, or Modifying, Local Laws

The Local Government:

10. Will engage with the Local Community Advocacy Organisation to establish a Community Committee to review Local Laws and other Community Standards administered by the Local Government.
See also Model Policy 004 Governance & Enforcement
 1. Examination and measurement of the Local Government's enforcement practices to ensure outcomes achieved reflect the outcomes prescribed by Sub Sections 1.3.(2) and 1.3.(3) of the Local Government Act. 1995;
 2. Examination and measurement of the efficiency and benefit to the Community achieved through the Local Government's business affairs;
 3. Measurement of application of the Local Government Plans, Systems, Processes, and Procedures to identify potential for efficiency improvements or potential Law non-compliances;
 4. Confirm measurement of performance of application, enforcement, and reporting on the impact of relevant components of each policy is a "key performance indicator" in each and every contract or other agreement within the control of the Local government;
11. Will, when any local law is proposed or subject to review, seek wide District Community consensus, prior to placing the proposed law before Council for ratification;
12. Will actively seek out from among the District Community, those who are interested in, and those directly or indirectly affected by a decision of the Council and facilitate their right to involvement in that decision-making process. (Delegation of authority to make a decision on behalf of the Council is to have the same community engagement.)

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Resolution of Complaints and Disputation

The Local Government:

13. Will engage its legislated “best endeavours” in respectful investigation and direct facilitation of, or will facilitate and join mediation, for resolution of complaints or disputes including where relevant; engage with other agencies or authorities in this process;
14. Will; where the direct efforts of the Local Government fail after a reasonable time to achieve resolution to a disagreement; the Local Government will then engage an independent external professional mediator, acceptable to both parties, for determination of the disagreement. The parties shall agree to be bound by the mediator’s determination where the mediator cannot achieve consensus between the parties;
15. Will accept that, a complaint or dispute is closed only when the complainant agrees to a consensus solution, or the solution is determined by the independent mediator.
16. Will not, nor any Officer of the Local Government initiate or take action against a complainant unless and until the Local Government or that Officer can demonstrate unequivocally to the complainant, that the Local Government and its Officers, whether elected, employed or otherwise associated with the Local Government, are themselves beyond reproach in the matter of the complaint, with respect to the words, acts, actions and behaviours of the Local Government or the Officers of the Local Government;
17. Will, where the Local Government or an Officer of the Local Government has been shown to have acted in bias or unethically to the disadvantage of one or more of the complainants, be accountable to rectify and redress that bias or unethical treatment;
18. Acknowledges that “unreasonable conduct” is a consequence caused from failing to apply the intent of the Local Government Act 1995 prescribed at Section 1.3.

Volunteering

The Local Government:

19. Acknowledges; volunteering is engagement in activity which extends the capacity and connectedness within a Community, and which occurs spontaneously in areas where the Local Government does not provide community support services, or such provided services are inadequate to meet the full community needs. (See Appendices for Volunteering Rights and Standards.);
20. Acknowledges, volunteering occurs within two distinct groups:
 1. Those who are registered directly with the Local Government generally for the purpose of serving on advisory, governance and audit committees, or other administrative functions;

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2. Those who are members of entities independent of the Local Government and undertake generally, manual tasks or services to the Community;
21. Accepts, persons who provide “feedback” to the Local Government are volunteers engaging in local governance management matters.
22. Accepts that arising from the prescribed intent of Local Government Act. 1995 being for the benefit and good governance of the community of that district, employment or commercial contracting must not interfere with a volunteer act, activity or volunteer driven project;
23. Accepts that similarly, a volunteer must not interfere with the day to day, function, service or administrative duties of a paid employee, unless specifically delegated to do so by an absolute majority of Council. Notwithstanding that this does not prevent a volunteer from assisting or benefiting a day-to-day function, service or administration matter;
24. Will not assist, enable, facilitate or condone a volunteer undertaking an activity which brings a commercial benefit;
25. Will not refuse nor deny any person wishing to volunteer, opportunity to volunteer, and shall engage with any such a person whom wishes to volunteer to ensure such person’s volunteering contribution, benefits both the volunteer and the Community;
26. Each volunteer who is not a Volunteer on a Local Government, advisory, Governance or Audit Committee or group, is to be a member of an incorporated body, independent of the Local Government, irrespective of the duration of their volunteering. Membership between bodies shall be transferable. Transient membership is to be enabled through signing on to the attendance record for a specific event;
27. May in its annual budget deliberations, consider offering a discount on a volunteer’s household rates equivalent to an amount claimed by that volunteer for reimbursement of that volunteer’s expenses. In such case the Council will, as a component of that decision, draw up a schedule for what expense the Local Government will offer reimbursement and how authorisation for such expense may be given;
28. Will ensure all volunteers home-based within the District or while active within the District, are covered by effective health and injury compensation arrangements, irrespective of the registered organisation under which they volunteer;
29. Will encourage Officers, Employees and Elected Members to volunteer their services where that volunteering does not interfere or conflict with their normal employment;
30. May offer, or on request from a Volunteer entity, provide, employed or contracted labour, skilled labour, supervisory service, financial or “in kind” resources, where provision of such resources does not adversely impede the normal day-to-day functions and services of the Local Government;

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Volunteer Support Centre

The Local Government:

31. Will resource and maintain a Volunteer Support Centre which will:
 1. Maintain a register of current contact details of all volunteer entities home based within the District;
 2. Facilitate a central archive for records, research reports, photographs and reference material of or useful to volunteer groups;
 3. Provide a monthly electronic newsletter to registered volunteer entities;
 4. On request, facilitate secretarial and other administration assistance to a voluntary Community entity;
 5. Ensure access to, or provide a web page to each volunteer field, where activities and achievements of each specific field, can be maintained by volunteers of that field;
 6. On request, co-ordinate co-operative meetings between groups with similar objects or of the same field and host at least one seminar event per year for each Volunteer field;
 7. Co-ordinate activity between Volunteers and their subject matter divisions of the Local Government administration;
 8. Assist Volunteer entities with grant applications;
 9. Report to Council (through the CEO) of activities of the Support Centre;
 10. Offer, and where agreed by a group, facilitate advisory knowledge, skills training and expertise to be available to volunteer groups;
 11. Ensure, and where necessary assist, volunteers to obtain any license or equipment use, verification of competency (VOC) certificate;
 12. Ensure that all volunteers are covered by insurance suitable to their field and activity. Where an entity does not hold its own insurance the Local Government shall provide suitable insurance;
 13. Assist with coordination of Councillors communications with volunteers operating or home based within the Councillors Ward;
32. Will assist in establishment and support of at least one incorporated body for each field of volunteering conducted within the District. Recognised fields include but are not limited to:

<ol style="list-style-type: none">1. Indigenous affairs;2. Local Governance / Resident and ratepayer;3. Aged Care / Senior Citizens;4. Community safety / Eyes on the Street;5. Community service;6. Environmental rehabilitation & maintenance;7. Medical & Disease, support and rehabilitation;	<ol style="list-style-type: none">8. Youth9. Homeless;10. Intellectually challenged;11. Mobility challenged12. Sports;13. Community Wireless / Radio;14. Education;
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Committee - Volunteer Advisory and Oversight

The Local Government:

33. Will engage with the Local Community Advocacy Organisation to establish and maintain a Community Volunteer Advisory and Oversight Committee, whose role will be to report to Council on:
 1. the value of the Local Government's support of and engagement with Volunteers;
 2. consistency with Law in respect to Volunteer matters;
 3. Initiatives which may assist the Local Government better serve the interests and activity of volunteers;

34. Will constitute the Committee to include among its membership:
 1. A number of Community members at least equal to the combined number of elected and employee members;
 2. At least one Local Government employee having been employed at the Volunteer Support Centre for a period exceeding 6 calendar months.

See –Policy 001 – Model Corporate System Framework Policy for matters generic to Committees.

Community Recycling Support Centre

The Local Government:

35. Will resource and maintain a Community Recycling Support Centre whose role is to:
 1. Co-ordinate for charitable purpose, safe recycling within the District, of used clothing and other reusable goods;
 2. Identify and facilitate opportunities for recycling for charitable purposes;
 3. Co-ordinate the day-to-day management of authorisation and placement of charity donation receptacles or facilities made available;
 4. Maintain a register of the authorisation and management of charity donation receptacles or facilities used;
 5. Report on the achievements of the Community Recycling Support Centre at least annually to Council;

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Community Hub

The Local Government:

36. Encourages that each Ward should contain a self-sustaining “Community Hub” which:
 1. May combine commercial venues, NFP venues and Local Government facilities;
 2. May be managed by a “Body Corporate” comprised from its members;
 3. Is a nominal zone that may include freehold, lease or government title land;
37. Accepts that planning and design for Community Hubs should consider at least the following:
 1. Disadvantaged and impaired persons equality of access & support;
 2. Seminar and public meeting facilities – including Arts and Culture;
 3. Proximity and access to the Ward Councillors or their representative;
 4. Proximity to transport nodes;
 5. Education and training facilities – Libraries / schools / workshops;
 6. Sport & fitness facilities – indoor or outdoor;
 7. Recreational facilities – sport, swimming, picnic or volunteering;
 8. Senior citizen facilities;
 9. Proximity and access to café / food venues and commercial shopping centres;

Access to Councillors

The Local Government:

38. Will establish and maintain at least one “Councillor Office” within each Ward, preferably within or close to a Community Hub and which office:
 1. To be shared by all Councillors elected to that Ward;
 2. Has staff or councillors available such that a member of the community may attend the office at least during normal business hours;
39. Requires Councillors to engage with every person within their ward who wishes to confer with the Council and bring to council the views, ideas, suggestions, knowledge and complaints of those persons engaged with.

Motions passed at a Meeting of Electors

The Local Government:

40. Will, prior to considering at a meeting of Council, a motion passed at a Meeting of Electors, engage with those Electors party to the passing of that motion, in a manner, time and place which enables those Electors to provide to Council the information the Electors believe was necessary for the Council to make an informed decision.

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Committee - Community, Sport & Recreation & use of Facilities & Reserves

The Local Government:

41. Will engage with the Local Community Advocacy Organisation to establish and maintain a, Sport & Recreation - Advisory Committee whose role is to:
 1. Review and assess Community opinion for Recreation and Sporting activities in the District;
 2. Oversight, Audit and report to Council on the current use of Local Government Assets for Recreation and Sports;
 3. Examine and propose to Council on new or novel initiatives within the District to enhance Community engagement with recreational or sporting activity;
 4. Advise Council on sponsorship of community sport or recreation initiatives;
See - Policy 001 – Model Corporate System Framework Policy for matters generic to Committees.

Committee - Indigenous Culture

The Local Government:

42. Will engage with the Local Community Advocacy Organisation to establish and maintain an Indigenous Culture - Advisory Committee whose role is to advise Council on the inclusion of Indigenous Culture matters across the Local Government District;
See - Policy 001 – Model Corporate System Framework Policy for matters generic to Committees.

Committee - Arts and Culture Program

The Local Government:

43. Will engage with the Local Community Advocacy Organisation to establish and maintain an Arts and Culture Committee whose role includes:
 1. To encourage engagement of local artists in enhancing local cultural values;
 2. Recommend, purchases or other authorisation for outdoor, community and street art works;
 3. Oversee and report on the maintenance of an Asset Register of all artworks purchased by the Local Government and which register includes a current location of each piece of art.
 4. Advise Council on the holding of Art or Culture Events including authorization for busking;
 5. Advise Council on sponsorship of community or street art or street entertainment initiatives.
44. Will include among this Committee's membership, a minimum of two Community members whom are artist residents of the District.
See - Policy 001 – Model Corporate System Framework Policy for matters generic to Committees.

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Support of Homelessness and Socially At-Risk Persons

The Local Government:

45. Accepts that Section 1.3.(3) of the Local Government Act. 1995 places a “duty of Care” obligation on the Local Government which will be addressed by engaging and resourcing at least one, skilled and professionally qualified, Health Professional to deliver “first response” and other support for homeless and socially at-risk persons located within the District.
46. Will, where practical, make available to Homeless and Socially At-Risk persons in a manner sensitive to the needs of such persons, life skills and economic management training classes.
47. Requires a report to be provided to Council at least annually.

Councillor or Officer Attendance at Events

Subsections 2.10 (a), (b) & (c) and Section 5.90A of the Local Government Act 1995,

The Local Government:

48. Identifies that for compliance with subsections 2.10 (a), (b) & (c) of the Local Government Act 1995, Councillors are expected to attend community or NFP events held in their Ward and any such attendance is to be considered a necessary engagement with the community whether or not a fee has been paid;
49. Identifies that, irrespective of whether for a Councillor or Officer; where there is disagreement, or un-named invitations to an event are received, the Mayor is responsible for the final adjudication as to the recipient of the invitation(s);
50. Identifies that, irrespective of whether for a Councillor or Officer, where there is any question or doubt to the integrity of an invitation, the Mayor shall be responsible for the final adjudication on whether or not the invitation may be accepted;
51. Requires that, where an invitation to any of the above events includes sponsored tickets given to family or friends of the Councillor or Officer, the Councillor or Officer is to declare those additional tickets in accordance with the contemporaneous rules for declaring gifts;
52. Requires that, where, irrespective of location, a Councillor attends a commercial or party-political event and the owner, promoter or other party sponsoring the Councillor’s attendance, has or is likely to have a matter put before the Council and of which attendance at that event could be seen as an enticement of the Councillor to vote in a particular direction; that Councillor shall declare to Council that attendance in accordance with the contemporaneous rules for potential conflict of interests or declaring gifts, whichever is appropriate;
53. Requires that, where, irrespective of location, an Officer of the Local Government not being an elected Officer, attends a commercial or party political event and the owner,

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promoter or other party sponsoring the Officer's attendance, has or is likely to have a matter with the Local Government and of which attendance at that event could be seen as an enticement of the Officer to act in any manner of favour toward that sponsor and which could be a manner not otherwise concluded by the Officer, that Officer shall declare to the CEO, whom in turn will advise Council, of that attendance, and do so in a manner consistent with contemporaneous rules for potential conflict of interests or declaring gifts, whichever is appropriate and assuring of probity;

54. Identifies that, attendance at an event which prevents a Councillor or Officer from attending a decision making Council or other decision-making meeting is deemed to have the same effect as an inducement to vote in a particular direction and is to be treated as if it were an enticement to decide other than otherwise likely;
55. Identifies that, the above restrictions do not apply where the event to be attended is a registered training course or part thereof, delivered by a Registered Training Organisation (RTO) and which training is appropriate, relevant and beneficial to the Officers, association with the Local Government, irrespective if the Officer is Elected, Employed or by other association an Officer of the Local Government;
56. Where a sponsored invitation or ticket is to an event outside the District, and is approved by the Mayor as an event at which an Officer's attendance would deliver benefit to the Local Government and which is in turn beneficial to the Community, the Local Government may contribute to appropriate sundry expenses, such as travel and accommodation. Following conclusion of such Event, any Officer(s) attending shall provide a briefing to Council or as Council so delegates or directs, and explaining the benefit to the Local Government and Community so attained.

Councillor Attendance at Events – Potential for Conflicting Purpose Eliciting Matters to be brought to Council

The Local Government:

57. Requires that, where an Elected Member is engaging with their constituents, or is attending an event for the purpose of eliciting the views and opinions on a matter for Council attention, and irrespective of the media or forum through which that may occur, the Elected Member must practice to be as unbiased as is practicable. The Elected Member is to bear in mind that it is the requirement of section 2.10 of the Act. that the Elected Member is to represent the interests and hence the views, of electors, ratepayers and residents of the district and not the Councillors own views or opinions or interests;
58. Accepts that, the views, opinions and interests of all constituents, contribute to the information required for Council to make an "Informed Decision". In such a case it is appropriate for the Elected Member to express both the official view of the Local Government and their own personal view on the subject matter under discussion, provided however, that the Elected Member(s) enable and facilitate the open and free expression of the views of all others present.

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Public Questions

Subsection 2.10.(c) & Section 5.24 of the Local Government Act 1995

Local Government (Administration) Regulations 1996. Regulations 5-7 inclusive.

The Local Government:

59. Accepts that, the purpose of asking a Public Question of Council is to enable a concerned member of the Community to obtain accurate and honest information in respect to the functions and affairs of the Local Government or its appropriate Committee;
60. Requires that in respecting Section 2.10.(c) of the Local Government Act. 1995, a question must first be asked of a Ward Councillor. Where the Councillor then fails or refuses to obtain and return an honest and accurate answer from the Council or its appropriate Committee, the questioner may then approach the Council directly;
61. Identifies that questions asked of Council will be answered by the Mayor following agreement among Councillors as to the content of the reply;
62. Requires that the response to a Public Question shall answer that question directly and accurately with respect to known fact;
63. Acknowledges that a question which refers to the delivery of functions, services, or other day-to-day affairs of administrative Local Government may be delegated by the Mayor, to the CEO to respond;
64. Identifies that, the Mayor (or Committee Chair), may, where the question asked has a greater relevance to another Committee or Meeting, take that question On-Notice and delegate that question to the appropriate Committee or Meeting to provide a more accurate written response;
65. Identifies that in any case, the Mayor (or chair of a committee), may decide to take a question On-Notice to allow time for a considered written response.

Deputations and Submissions to Council

The Local Government:

66. Acknowledges that the purpose of a Deputation or Submissions to Council or to a Committee reporting to Council, is a facilitation of the right of members of the District Community, to provide information to Councillors in respect of informing a decision Council is considering, has in the past considered or is a matter the delegates believe should be considered by Council;
67. Identifies that in respecting Section 2.10.(c) of the Local Government Act. 1995, a deputation or submission should first be presented to a Ward Councillor. Where the Councillor then fails or refuses to take the matter to Council or its appropriate Committee, the Deputation may approach the Council or Committee directly;

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68. Identifies that, the meeting and mode by which a Delegation is to present shall be determined in accord with Local Government (Administration) Regulations 1996. Regulations 5-7 inclusive, and in a manner, which the Mayor decides, provides best efficiency to the Council;

Reporting to the Council

The Local Government:

69. Requires that, at least the following matters impacting on the Councils engagement governance responsibilities referred to in this policy, will be recorded, measured and reported to Council on a regular basis or as otherwise noted:
1. Identified instances of prejudice, bias, bullying, harassment, intimidation and nepotism;
 2. Complaint and dispute subject matter, with description of resolution achieved (identifying and other confidential information shall be excluded);
 3. All community engagement is to be measured for outcome achievement and that outcome achievement or failure shall be reported at least annually;
 4. Number of community persons who had engaged with the Local Government over a set period;
 5. Percentage of Community who had engaged with the Local Government over a set period;
 6. Matters identified which effect or conflict with the application or interpretation of this policy;
 7. Finances, resources and infrastructure matters attributable to application of this policy;
 8. A statistical record of attendance of Officers of the Local Government at events to which the Local Government has an interest. The record is to be divided in such a manner as assists the Council in its deliberations under sub-section 2.7 (1) of the Act;
 9. At the time of an ordinary Council election, each existing committee shall prepare a “tenure termination” report for the Council outlining the objectives, roles, terms of reference, membership and achievements or benefits of that committee.

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Appendices to this Policy **Guidance and Explanatory Notes.**

Introducing Community Engagement

The strength of a community is defined and measured by the extent to which resources and processes within a community maintain and enhance both individual and collective wellbeing in ways consistent with the principles of equity, comprehensiveness, participation, self-reliance and social responsibility.

The sense of community is weakened when sections of a community feel that they are marginalised or excluded from its activities and benefits, and particularly from its decision-making processes. Thus, inclusive attitudes such as tolerance of diversity and provision of equality of opportunity contribute to community strength. (Black & Hughes (2001))

It is incumbent on the Local Government that for Agile Smart governance to be successfully achieved, the Local Government must facilitate equality of inclusive engagement throughout the District, in a manner much aligned to the words of Abraham Lincoln's quote "*of the people by the people for the people*".

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Interpretation Principles

The following principles are to be followed when applying or interpreting this policy.

70. Persons who are mobility or otherwise functionally challenged but remain of considerate mental capacity to meaningfully contribute to discussions shall be actively encouraged and supported by the Local Government, to attend community engagement activities;
71. The words, acts, actions and behaviours of the Officers of the Local Government, whether elected, employed or otherwise associated to the Local Government are the example for words, act, actions and behaviours acceptable to be used by stakeholders, residents, ratepayers and members of the public generally.
72. No person at any Local Government event or activity, shall be permitted to use that event as a venue, to promote in any form, any party- political view or other political promotion unless the event is a public event expressly delivered for political opportunity and invitations to participate have been offered equally to all political persuasions;
73. On request to the Council from a community group or body, and to the extent determined by the Council, the Local Government will provide temporary secretarial and design services to support that community group's project or concept;
74. All community engagement is to be measured for outcome achievement and that outcome achievement or failure shall be reported to Council at least annually;
75. The "Chatham house rule" is to be applied – at any and all community discussion events. That is to say that in respect to all discussions (where recorded) the discussions are of public record but the source of any particular speaker's view is not to be identified in any form;

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Definitions

Community Engagement

Community engagement may be voluntary or remunerated, under project contract arrangements, or by cost remuneration methods, but does not include employment as defined by workplace employment laws.

Community Hub

Means a place where, in relatively close proximity, there exist sports, recreational, educational, and other venues, assets or facilities where a Community may be encouraged to socially or otherwise, congregate. May include both commercial and non-commercial.

Deputation to Council

Means is a facilitation of the right of members of the District Community, to present in person, information to Councillors in respect of informing a decision Council is considering, has in the past considered or is a matter the deputees believe should be considered by Council. *Local Government (Administration) Regulations 1996. Regulations 5-7 inclusive, apply.*

Submission to Council

Means an informational presentation, package or document addressed to the Councillors for their consideration and may be delivered external to a decision-making Council or Committee meeting.

Definitions from *Policy 001 – Model Corporate System Framework Policy* apply to this policy.

Audit, Review and Updating

The Audit, Review and Updating of this Policy is addressed in *Policy 001 – Model Corporate System Framework Policy*

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Additional References Applicable to this Policy

- Black A. & Hughes P. (2001) *The identification and analysis of indicators of community strength and outcomes*. Report for DFCS by ECU.
https://www.dss.gov.au/sites/default/files/documents/05_2012/no.3.pdf
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www.volunteeringaustralia.org.
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<https://www.cbaa.org.au/article/5-tips-finding-keeping-volunteers-your-station>
- Volunteering Australia. (2009). *Volunteer Rights & Volunteer Checklist*.
https://www.volunteeringaustralia.org/wp-content/files_mf/1376971192VAVolunteerRightsandchecklist.pdf
- Guidelines on Complaints Handling – Ombudsman Western Australia
- ISO 10002:2018 Quality Management – Customer Satisfaction – Guidelines for

Reference Legislation

In addition to the references listed in Policy 001 Corporate System Framework Policy, the following additional Legislation is referenced.

Occupational Safety and Health Act 1984

Disability Discrimination Act 1992 (Cth)

Disability Services Act 1993

Disability Services Regulations 2004

Equal Opportunity Act 1984

Other Impacted Documentation

Local Government Strategic Community Plan

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Neighbourhood Plans

Local Government Disability Access & Inclusion Plan

This Policy Incorporates and Replaces the following existing Policies:

Number	Community Engagement Policies	Adopted by Council
CP-001	Citizenship Ceremonies	17/03/2020
CP-002	Stakeholder Engagement Policy	10/12/2019
CP-037	Neighbourhood Development Community Hub Policy	10/12/2019
CP-084	Disability Access and Inclusion Policy	10/12/2019
CP101	Complaints Management Policy	27/08/2019
CP-107	Managing Unreasonable Conduct by Customers	17/07/2018
CP-108	Deputations to Council Policy	20/08/2019
CP-112	Customer Feedback Policy	20/05/2020
CP-113	Attendance at Events	
OP-006	Community, Sport & Recreation Groups use of Community Facilities & Reserves	
OP-010	Arts and Culture	
OP-019	Placement and Maintenance of Charity Clothing Collection Bins on Public Land Policy	
OP-022	Customer Feedback Policy	
OP-029	Welcome to Country and Acknowledgement of Traditional Owners	
OP-032	Volunteering Operational Policy	
OP-034	Response to Homeless People Policy	
OP-039	Complaints Handling Policy	
OP-040	Busking & Street Entertainers Policy	