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Community Engagement through Legislation, Rules, Policies, Plans and Other Administrative instruments

City of Melville Shadow Council - White Paper - Highlighting Extracts from
Local Government Regulatory Instruments to benefit the City of Melville
Council.

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| | |
|--|-----------|
| Caveat..... | 2 |
| Introduction – Community Disengagement | 3 |
| Defining Engagement..... | 4 |
| Measuring Good Local Government Governance..... | 4 |
| Anti-Discrimination..... | 5 |
| Compliance and analysis | 5 |
| Governance Policy..... | 5 |
| Dept Local Government..... | 7 |
| Strengthening Community Engagement (Oct 2012)..... | 7 |
| Proposed Changes to Local Government Regulations 2025 | 7 |
| Community Engagement Charters | 7 |
| Local Government Act..... | 7 |
| Section 1.3 – Intent of Local Government Act..... | 7 |
| Section 2.10 – Role of Councillors..... | 8 |
| Section 2.12. Electors may propose change of method..... | 8 |
| Section 2.12A. Procedure to change method to election by council | 8 |
| Section 3.16. – Periodic review of local laws | 8 |
| Section 3.59. – Commercial enterprises by local governments..... | 9 |
| Section 3.71. – Regulations about regional subsidiaries | 9 |
| Part 4 – Elections and other Polls | 9 |
| Part 5 – Administration | 9 |
| Subdivision 2 — Committees and their meetings | 9 |
| Section 5.8. Establishment of committees..... | 9 |
| Section 5.9. Committees, types of..... | 9 |
| Section 5.10. Appointment of committee members | 10 |
| Section 5.11A. Deputy committee members | 10 |
| Section 5.11. Committee membership, tenure of | 10 |
| Section 5.23. Meetings generally open to public..... | 10 |
| Section 5.24. Question time for public | 10 |
| Subdivision 4 — Electors’ meetings..... | 11 |
| Section 5.27. Electors’ general meetings..... | 11 |
| Section 5.28. Electors’ special meetings | 11 |
| Schedule 2.1 – Provisions about creating, changing the boundaries of, and abolishing districts | 11 |
| Section 5. Conduct of inquiry..... | 11 |

| | |
|---|-----------|
| Local Government (Administration) Regulations 1996 | 11 |
| Regulation 8. Establishment of selection panel for employment of CEO..... | 11 |
| Regulation 19BC. Information about land transactions to be included in annual report (Act s. 5.53(2)(i))..... | 12 |
| Regulation 19C. Strategic community plans, requirements for (Act s. 5.56) | 12 |
| Regulation 19DA. Corporate business plans, requirements for (Act s. 5.56) | 12 |
| Regulation 17. Carrying out a performance review | 13 |
| City of Melville Governance Framework Sept, 2025 | 13 |
| Strategic Alignment..... | 13 |
| 2.1 Governance..... | 13 |
| 3.3.4 Role of the Council, CEO and administration..... | 13 |
| 3.4.3 Councillors | 13 |
| 4.1.7 Disability Access and Inclusion Plan | 14 |
| 4.1.10 Climate Action..... | 14 |
| 4.9 Local Government Reform..... | 14 |
| 5.4 Community and Stakeholder Engagement | 14 |
| 5.4.1 Consultation..... | 14 |
| Planning and Development Act 2005 | 15 |
| Planning and Development (Local Planning Schemes) Regulations 2015 | 15 |
| Guiding principles and best practice | 15 |
| International Association for Public Participation (IAP2): | 15 |
| City of Melville Local Laws, Procedures, Manuals and Plans..... | 16 |
| City of Melville Policy | 16 |
| Other References | 17 |

Caveat

This report is generated from public records and community perceptions and does not reflect the views or opinions of City of Melville’s elected members nor employees.

This document is intended for discussion purposes only and does not purport to be an official legal reference and is not a source for legal advice. The laws, rules or codes of conduct relevant to Local Governments included here are not necessarily all that are applicable.

Community Engagement

City of Melville Local Government

Introduction – Community Disengagement

The WA Local Government Act in its construct causes immense confusion by being “stand alone” legislation segregating and rewriting differently, other long proven legislation such as the Federal Corporations Act and Electoral Act. This has resulted in Local Government creating a class structure inconsistent with expected societal norms. That then raises differing behavioural standards expectations for each separate class.

However, it is not that class segregation which, while adding too, is not the primary or root to community dissatisfaction. The root cause of current issues in local government emanates, not from it being disjointed legislation, but from an absence of integrity in State political leadership in respect to community development.

WA has two funded legislated local government bodies, WALGA and the Local Government Dept. both of whom are focused on propping up what has become a sheltered or protected local government employment industry. Neither organisation tout for nor champion universality of standards of conduct. Because of that fundamentality in creating conflict between local government and its community, the subject of conduct, compliance and resolution is explored in a separate paper and will not be discussed further in this paper.

In addition to the Dept and WALGA, there is also the strength of the Local Government Professionals Assn. and with all three funded organisations commandeering the attention of State Government while there is not a single funded body to represent the community, and with community being effectively excluded from engagement in reform activity, it is not therefore surprising that the local government industry remains so heavily slanted against benefit to the community.

Slanted bias has never been more open and obvious than since the Local Government Act reforms post 2019 where hostility is now more openly observable starting between Councillors and employees and manifesting in even further exclusion of community from the affairs and decisions of local government.

A Dept of Local Government Integrated Planning and Reporting Working Group was established in January 2025, with terms of reference approved by the Minister. However, the working group was comprised of local government sector representatives with no opportunity for substantive inclusion of community representation. While community remains excluded from local government working groups future reforms will struggle to attract community endorsement.

“Community engagement is based on the democratic idea that everyone who is affected by an issue that impacts their community should have a say in the decision making around it. It, moreover, holds the promise that public participation can influence decisions that affect the provision of services, future visions and sustainability of our communities.

Community engagement builds and sustains cohesive communities

Community engagement is primarily, part of a dialogue where organisations and communities can make decisions to create social capital.

Compelling stories of the importance of community engagement range from creating (or indeed preventing) change in local policies and service provisions that not only enrich everyday lives and liveability of communities, but help shape and envision a community's future, bringing with it not only wider societal change but global impacts."

<https://www.granicus.com.au/blog/why-is-community-engagement-important/>

Defining Engagement

There are two almost opposing definitions of engagement used alongside each other in WA local government.

1. That used over community is a one-way engagement such as in antagonistic military conflict defining the use of power and position to overwhelm an opposing party.
And
2. That used among administrators is a two-way engagement such as in employment of persons to undertake enforcement tasks and fulfil enforcement functions.

While establishing long standing, engagement partnerships between local government and community organisations, would undoubtedly result in a greater sense of community ownership and an improved uptake of services tailored to the unique aspirations of a community, commonplace use of paid employees to enforce codes and laws has created an artificial sense of ownership of local government by employed executive managers.

A sense that "*meaningful, inclusive community engagement is important, even critical, to community wellbeing,*" is a very rare commodity in local government.

Also, a public perception has grown that the City of Melville is being protected as it acts secretly in biasing its dealings or engagement with favoured individual members of the District Community while concurrently prejudicially excluding unfavoured community members. Records or the lack thereof evidences the ad-hoc individuality in the City's monitoring, handling and management of issues in complaint or disputation.

The absence of sensitive and efficient City of Melville Policy development has obstructed and confused community engagement in practice.

Below are listed extracts from legislation, regulations, Dept of Local Government, and City of Melville administrative tools, demonstrate the extent to which the City of Melville Local Government should already have been engaging their local community in the decisions and affairs of this local government but is not.

To the best of the authors knowledge, the City of Melville does not actively seek to identify, manage or enhance;

- Prescribed opportunities for community engagement;
- Efficiency promoting opportunities from community engagement;
- Benefits to be gained through complaint and disputation resolution practices.

Measuring Good Local Government Governance

"When officials are aware that their decisions will be reviewed and that they are accountable for their promises, it motivates them to work harder to achieve the objectives they were appointed to accomplish.

While local government is essential, fraud and corruption are significant issues that raise concerns among citizens. Whether founded on actual incidents or just perceptions, it can undermine the public's trust in the system. However, by fostering an open dialogue between

citizens and officials, the likelihood of misconduct in decision-making is significantly reduced.”

<https://www.ibabs.com/en/local-authorities-and-governments/citizen-engagement-in-local-government/>

Local governments who measure the level of resident participation (community engagement) in their decision-making processes, are more likely to have more trusting and resilient communities. The City of Melville local government has demonstrated an inability to determine its own performance as its engagement with its district community is seen to be confrontational in nature, unidirectional and heavily biased.

Comparing the number and diversity of community engagement commitment policies, laws and rules documented in the City of Melville records versus the available City resources, it would be difficult to identify how in terms of practicality, that the City or Council could realistically monitor, measure or manage compliance, non-compliance or analyse for performance improvement without substantial community inclusion.

And

That which is not monitored, measured, reported and analysed, cannot be effectively or efficiently managed. It is in the monitoring, measuring, reporting and analysing that the difference between compliance success and failure is defined.

The below listed extracts from legislative, regulatory or proposed changes to provisions either:

- directly prescribe engagement of ratepayers, electors and members of the district community; or
- encourage and promote community engagement; or
- do not obstruct community engagement;

in the decisions and affair of the City of Melville Local Government.

Anti-Discrimination

The City of Melville does not publish and does not appear to have an effective “Anti-discrimination Policy” and does not appear to administer anti-discrimination practices?

Compliance and analysis

The City of Melville does not publish nor report to the public, if or how:

- compliance with application of the community engagement legislation, regulations or other requirements is measured or analysed.
- the success or failure of the City’s community engagement strategies is measured, analysed or utilised for improvement to policies and practices.

Governance Policy

Employees and Elected members of the City of Melville Local Government do not recognise nor understand the difference between governance policy and administrative procedures. It appears the City does not have any Local Government Act section 5.41.(2)(c) administrative procedures. The City’s Policies contain a confusion of both policy and procedure and arising from this, conflict has been created.

The City’s CEO is seen to condone the use of unauthorised “operational policy” which in practice is the administrators making without community input, applying, and enforcing,

their own sets of rules in places where there are gaps in Council authorised Policy and in open violation of the Local Government Act. This unlawful practice has enabled the creation and sustaining of corrupted practices including threats and intimidation against members of the community.

The City of Melville is now, more and more, adopting Policy and frameworks without community input and despite those policy and frameworks stipulating community input in their review prior to adoption.

The worst example of Policy corruption identified to date has been that of draconian Policy CP-107 - Managing Unreasonable Conduct by Customers which was revoked by Council at the Council meeting of August 18, 2020. The policy was then taken by the administrative staff, renumbered and renamed and reinstated 12 months later as an unlawful “operational policy” - OP-022 - Managing Unreasonable Customer Behaviour Policy and dated August 5, 2021

Webinar December 17, 2025

Regulations for the Local Government Inspector & Audit, Risk and Improvement Committees

Can the extent of hypocrisy be measured in a managing Government Agency that claims to represent “*greater community participation in the decisions and affairs of local governments*” but then conducts its own tasks in a diametrically opposed direction. Why are this tranche of reforms so openly pandering to the minority conflicted interest parties and the conservatively estimated 2,700 remaining community members whom are subjected to these new laws, so piously dismissed?

In establishing State Government intention, it was very noticeable that this webinar itself failed to comply with the intention of the WA Local Government Act at section 1.3(2), to the extent that it demonstrated an almost no community engagement being planned or in fact taking place over the development and introduction of this 2nd tranche of reforms.

The State Government’s phase 1 & 2 reform consultations took place between 2017 and 2019 which had included regional consultation sessions, surveys, and written submissions, resulting in over 3,000 responses. A chasm has since existed between engagement of the few parties with an inherent conflict of interest and the remainder of that 3,000 strong data base who had been excommunicated to become unengaged public.

West Australia currently has 139 Local Governments divided into 104 Shires, 27 Cities, and 8 Towns, all of which are reportedly represented by WALGA. Why then has the other 2,900 plus, respondent community stakeholders been excluded from their prescribed “*greater community participation in the decisions and affairs of local governments*” in this second tranche of reforms?

An opportunity to create a database of some 3,000 subject specific interested public is a rare thing, so why was that ability squandered and why are these people being disinherited?

Dept Local Government

Strengthening Community Engagement (Oct 2012)

https://www.dlgsc.wa.gov.au/docs/default-source/local-government/integrated-planning-and-reporting/integrated-planning-and-reporting---strengthening-community-engagement.pdf?sfvrsn=88586b78_3

Proposed Changes to Local Government Regulations 2025

Extracts taken from:

<https://www.dlgsc.wa.gov.au/local-government/local-government-reform/council-planning>

Community Engagement Charters

- The Local Government Amendment Act 2023 introduced a requirement for local governments to prepare, adopt, and publish a community engagement charter.
- This charter must outline the principles and processes the local government will use to encourage community participation in decision-making.
- Local governments must consult with their community when developing the charter.

What is proposed?

The reforms propose that local governments will be required to prepare, adopt and publish a community engagement charter that sets out the principles to be applied, and what will be done, to encourage a diverse range of community members to participate in decision-making processes.

Local governments will need to ensure they engage with their community when developing their charter.

Community engagement is vital for inclusive decision making. Many local governments already reflect this importance by involving their communities in decisions that affect them.

Community engagement charters are being introduced as a consistent requirement across the sector to ensure that all local governments commit to engaging their communities. They will also help communities understand how they can influence decisions that affect them.

Local Government Act

By default, Community has the meaning given in section 2.10(1)(a) – the electors, ratepayers, residents, and other persons who work in or visit the district;

Section 1.3 – Intent of Local Government Act

- (1) *This Act provides for a system of local government by —*
 - (a) *providing for the constitution of elected local governments in the State; and*
 - (b) *describing the functions of local governments; and*
 - (c) *providing for the conduct of elections and other polls; and*
 - (d) *providing a framework for the administration and financial management of local governments and for the scrutiny of their affairs.*
- (2) *This Act is intended to result in —*

- (a) *better decision-making by local governments; and*
- (b) *greater community participation in the decisions and affairs of local governments; and*
- (c) *greater accountability of local governments to their communities; and*
- (d) *more efficient and effective local government.*

Section 2.10 – Role of Councillors

(1) A councillor —

- (a) *represents the interests of the electors, ratepayers and residents of the district and takes account of the interests of other persons who work in, or visit, the district; and*
- (b) *...; and*
- (c) *facilitates communication with the community about council decisions; and*

Section 2.12. Electors may propose change of method

(1) *A proposal to change the method of filling the office of mayor or president used by a local government to the other method mentioned in section 2.11(1)(a) or (b) may be made to the local government by **electors** of the district who —*

- (a) *(a) are at least 250 in number; or*
- (b) *(b) are at least 10% of the total number of electors of the district.*

Section 2.12A. Procedure to change method to election by council

(1) *If—*

- (a) ***electors** of the district, acting under section 2.12(1), propose; or*
- (b) *...;*

to change the method of filling the office of mayor or president of the local government from the election by the elector's method to the election by the council method, the local government is to —

- (c) *give local public notice of the proposal stating that submissions about the proposal may be made to the local government before a day to be specified in the notice, being a day that is not less than 6 weeks after the notice is given; and*
 - (d) *consider or reconsider the proposal in view of any submissions received.*
- (2) *Subject to section 2.13(3), if the local government decides to proceed with the proposal, there is to be a poll of the electors of the district on the proposal and — ...*

Section 3.16. – Periodic review of local laws

(3) *The local government is to give local public notice stating that —*

- (a) *...; and*
- (b) *a copy of the local law may be inspected or obtained at any place specified in the notice; and*

- (c) *submissions about the local law may be made to the local government before a day to be specified in the notice, being a day that is not less than 6 weeks after the notice is given.*

Section 3.59. – Commercial enterprises by local governments

- (2) *Before it —*
 - (a) *commences a major trading undertaking; or*
 - (b) *enters into a major land transaction; or*
 - (c) *enters into a land transaction that is preparatory to entry into a major land transaction, a local government is to prepare a business plan.*
- (3) *The business plan is to include an overall assessment of the major trading undertaking or major land transaction and is to include details of —*
 - (a) *...; and*
 - (b) *its expected effect on other persons providing facilities and services in the district; and*

Section 3.71. – Regulations about regional subsidiaries

Regulations may —

- (e) *....*
- (f) *require the local governments proposing to form a regional subsidiary to consult with the community in their districts in accordance with the regulations; and*

Section 6.17. Setting level of fees and charges

- (3) *In determining the amount of a fee or charge for a service or for goods a local government is required to take into consideration the following factors —*
 - (a) *....; and*
 - (b) *the importance of the service or goods to the community;*

Part 4 – Elections and other Polls

Various prescription related to Elections.

Part 5 – Administration

Subdivision 2 — Committees and their meetings

Section 5.8. Establishment of committees

A local government may establish committees of 3 or more persons to assist the council.*

** Absolute majority required.*

Section 5.9. Committees, types of

- (1) *In this section — other person means a person who is not a council member or an employee.*
- (2) *A committee is to comprise —*
 - (a) *...; or*
 - (b) *...; or*
 - (c) *council members, employees and other persons; or*
 - (d) *council members and other persons; or*
 - (e) *employees and other persons; or*
 - (f) *other persons only.*

Section 5.10. Appointment of committee members

- (1) *A committee is to have as its members —*
 - (a) *persons appointed* by the local government to be members of the committee (other than those referred to in paragraph (b)); and*
 - (b) *....*

Section 5.11A. Deputy committee members

- (1) *The local government may appoint* a person to be a deputy of a member of a committee and may terminate such an appointment* at any time. * Absolute majority required.*
- (2) *A person who is appointed as a deputy of a member of a committee is to be —*
 - (a) *...; or*
 - (b) *...; or*
 - (c) *if the member of the committee is not a council member or an employee - a person who is not a council member or an employee; or*

Section 5.11. Committee membership, tenure of

- (1) *Where a person is appointed as a member of a committee other than under section 5.10(4) or (5), the person's membership of the committee continues until —*
 - (a) *the term of the person's appointment as a committee member expires; or*
 - (b) *the local government removes the person from the office of committee member or the office of committee member otherwise becomes vacant; or*
 - (c) *the committee is disbanded; or*
 - (d) *the next ordinary elections day,*

whichever happens first.

Section 5.23. Meetings generally open to public

- (1) *(1) Subject to subsection (2), the following are to be open to members of the public —*
 - (a) *all council meetings; and*
 - (b) *all meetings of any committee to which a local government power or duty has been delegated.*

Section 5.24. Question time for public

- (1) *Time is to be allocated for questions to be raised by members of the public and responded to at —*
 - (a) *...; and*
 - (b) *such other meetings of councils or committees as may be prescribed.*
- (2) *Procedures and the minimum time to be allocated for the asking of and responding to questions raised by members of the public at council or committee meetings are to be in accordance with regulations.*

Subdivision 4 — Electors' meetings

Section 5.27. Electors' general meetings

- (1) *A general meeting of the electors of a district is to be held once every financial year.*
- (2) *A general meeting is to be held on a day selected by the local government but not more than 56 days after the local government accepts the annual report for the previous financial year.*
- (3) *The matters to be discussed at general electors' meetings are to be those prescribed.*

Section 5.28. Electors' special meetings

- (1) *A special meeting of the electors of a district is to be held on the request of not less than —*
 - (a) *300 electors or 5% of the number of electors — whichever is the lesser number; or*
 - (b) *1/3 of the number of council members.*

Schedule 2.1 – Provisions about creating, changing the boundaries of, and abolishing districts

Section 5. Conduct of inquiry

- (2) *A formal inquiry is to be carried out, and any hearing for the purposes of the inquiry is to be conducted, in a way that makes it as easy as possible for interested parties to participate fully.*
- (3) *In carrying out a formal inquiry the Advisory Board is to consider submissions made to it under clause 4(2)(c) and (4)(b) and have regard, where applicable, to —*
 - (c) *community of interests; and*
 - (d) *...;*

Local Government (Administration) Regulations 1996

Regulation 8. Establishment of selection panel for employment of CEO

- (1) *In this clause —*

independent person means a person other than any of the following —

 - (a) *a council member;*
 - (b) *an employee of the local government;*
 - (c) *a human resources consultant engaged by the local government.*

- (2) *The local government must establish a selection panel to conduct the recruitment and selection process for the employment of a person in the position of CEO.*
- (3) *The selection panel must comprise —*
 - (a) *council members (the number of which must be determined by the local government); and*
 - (b) *at least 1 independent person.*

Regulation 19BC. Information about land transactions to be included in annual report (Act s. 5.53(2)(i))

- (3) *For the purposes of section 5.53(2)(i), if a major land transaction has spanned more than 1 financial year and it is completed during a financial year beginning on or after 1 July 2022, the annual report for that financial year must —*
 - (b) *include —*
 - i) *a comparison of the outcomes over the life of the transaction with expected outcomes in the business plan prepared for the transaction; and*
 - ii) *an explanation of the benefits of the transaction to the local government and the community.*

Regulation 19C. Strategic community plans, requirements for (Act s. 5.56)

- (1) *A local government is to ensure that a strategic community plan is made for its district in accordance with this regulation in respect of each financial year ...*
- (3) *A strategic community plan for a district is to set out the vision, aspirations and objectives of the community in the district.*
- (4) *A local government is to review the current strategic community plan for its district at least once every 4 years.*
- (5) *In making or reviewing a strategic community plan, a local government is to have regard to —*
 - (b) *strategic performance indicators and the ways of measuring its strategic performance by the application of those indicators; and*
- (7) *A council is to consider a strategic community plan, or modifications of such a plan, submitted to it and is to determine* whether or not to adopt the plan or the modifications.*
- (9) *A local government is to ensure that the electors and ratepayers of its district are consulted during the development of a strategic community plan and when preparing modifications of a strategic community plan.*
- (10) *A strategic community plan for a district is to contain a description of the involvement of the electors and ratepayers of the district in the development of the plan or the preparation of modifications of the plan.*

Regulation 19DA. Corporate business plans, requirements for (Act s. 5.56)

- (1) *A local government is to ensure that a corporate business plan is made for its district in accordance with this regulation in respect of each financial year ...*
- (3) *A corporate business plan for a district is to —*

- (a) set out, consistently with any relevant priorities set out in the strategic community plan for the district, a local government’s priorities for dealing with the objectives and aspirations of the community in the district; and*
- (c) develop and integrate matters relating to resources, including asset management, workforce planning and long-term financial planning.*

Regulation 17. Carrying out a performance review

- (4) A review of the performance of the CEO by the local government must be carried out in an impartial and transparent manner.*
- (5) The local government must —*
 - (c) collect evidence regarding the CEO’s performance in respect of the contractual performance criteria and any additional performance criteria in a thorough and comprehensive manner; and*

City of Melville Governance Framework Sept, 2025

Strategic Alignment

Outcome - 5 - Leadership and good governance for the benefit of the whole community.

Objective - 5 - Good Governance and Leadership

5.1 - Provide transparent and accountable good governance.

5.4 - Strengthen active citizen engagement, participation, and access to information.

2.1 Governance

- Seeking equitable community participation (through open elections, open Council meetings and question time processes as well as community consultation and engagement processes);

3.3.4 Role of the Council, CEO and administration

The role of the Council is to lead and represent the community. They do this by engaging with the community, making decisions and setting the local government's strategic direction.

3.4.3 Councillors

The Local Government Act provides that Elected Members (including the Mayor) are to:

- Represent the interests of electors, ratepayers and residents of the City of Melville;
- Facilitate communication between the community and the City of Melville;

- Avoid damage to the reputation of the City of Melville;
- Debate issues in an informed, open and honest manner;
- Keep the entire community in mind when considering issues and making decisions;
- Raise community or policy issues without becoming involved in the administrative or operational aspects of the issue.

4.1.7 Disability Access and Inclusion Plan

The City is committed to both compliance with its legislative requirements and community engagement and will continue to pursue improvement in relation to these issues.

4.1.10 Climate Action

The Climate Action Reference Group (CARG) consists of 24 community members who develop ideas and voice priorities for community engagement on climate action, focusing on ways to reduce CO2 emissions and climate change-induced risks as well as contribute towards the City's Climate Action Plan.

4.9 Local Government Reform

The Department of Local Government is reforming the Local Government Act 1995. The proposed reforms are based on 6 themes:

4. Stronger local democracy and community engagement.

5.4 Community and Stakeholder Engagement

5.4.1 Consultation

The public may be

consulted through surveys, workshops, community forums and other processes. The City of Melville administration consults the community in this manner as directed by the Council and collates information to report back to the Council.

The City of Melville is committed to the International Association of Public Participation (IAP2) Core Values of Public Participation and utilizes these principles during stakeholder and community engagement activities:

- Recognising that those who are affected by a decision have a right to be involved in the decision-making process.
- Acknowledging how the public's contribution influences the decision.
- Recognising and communicating the needs and interests of all participants, including decision makers.
- Seeking out and facilitating the involvement of those potentially affected by or interested in a decision.
- Seeking input from participants in designing how they participate

- Providing participants with the information they need to participate in a meaningful way
- Communicating to participants how their input affected the decision.

The City of Melville also commits to the Accountability Principles defined in the AA1000 Stakeholder Engagement Standard 2015:

- Inclusivity – people should have a say in the decisions that impact them

Planning and Development Act 2005

The Planning and Development Act 2005 requires consultation with affected parties and the wider community on various planning proposals.

Planning and Development (Local Planning Schemes) Regulations 2015

- The regulations set specific provisions and minimum requirements for advertising and consultation on various planning matters, including local planning strategies, local planning schemes, and some development applications.
- Individual local planning schemes may also set out additional, more specific requirements for consultation.

Guiding principles and best practice

Beyond legal requirements, the WA government encourages local governments to follow principles of best practice in their community engagement.

International Association for Public Participation (IAP2):

The Department of Local Government has endorsed the use of the IAP2 spectrum and principles as a guiding framework for engagement however there is no evidence available to the public that IAP2 is actually applied in practice.

City of Melville Local Laws, Procedures, Manuals and Plans

| Number | Local Laws, Procedures, Manuals and Plans | Authorised by Council | Version |
|--------------------|---|-----------------------|----------|
| none | Stretch Reconciliation Action Plan | none | 00/03/25 |
| none | Community Annual Report | none | 23/24 |
| J22752 | Urban Forest Strategy Review | none | 00/10/24 |
| P00001595 | Council Plan for the Future 2024 - 34 | none | 2024 |
| none | Our Wheeled Sports Plan | none | 2024 |
| LPP 1.1 | Planning Process and Decision Making | 20/05/25 | |
| LPP 1.1 Clause 3.2 | Pre-Lodgement Public Consultation Concession | none | 29/04/24 |
| LPP 2.2 | Outdoor Advertisements and Signage | 15/08/23 | |
| none | Markyt Community and Wellbeing Scorecard | | 2023 |
| none | City of Melville Governance Framework | 00/09/25 | |
| none | Corporate Climate Action Plan | none | 00/07/23 |
| none | City of Melville Tennis Strategy | none | 21/06/23 |
| none | Bushfire Risk Management Plan | none | 2022-27 |
| none | Cultural Infrastructure Strategy | none | 00/09/22 |
| 5741 | Fraud and Corruption Control Plan | 17/03/20 | 13/09/22 |
| 7093274 | Our Customer First Charter and Standards for Volunteers | none | 12/06/25 |
| none | Our Customer First Charter and Standards | none | none |

City of Melville Policy

When searching the City’s website for “policy” the city’s search engine identified 312, (26 pages) unnumbered records making searching for specific policy arduous.

The following City of Melville Local Government Policies contain reference to Community Engagement.

This list does not include Policies which are applied to or over the community but do not engage the community such as waste management.

| Number | Community Engagement Policies | Authorised by Council | Version |
|--------|---|-----------------------|----------|
| CP-001 | Citizenship Ceremonies | 19/04/22 | |
| CP-002 | Stakeholder Engagement Policy | 10/12/19 | |
| CP-005 | Safety, Health and Wellbeing Policy | none | 00/04/25 |
| CP-005 | Strategic Land Management | 18/07/23 | |
| OP-006 | Community, Sport & Recreation Groups use of Community Facilities & Reserves | none | |
| OP-010 | Arts and Culture | none | |
| OP-015 | Records Management | none | 18/07/23 |
| OP-018 | Learning and Development Policy | none | 21/05/20 |
| OP-019 | Placement and Maintenance of Charity Clothing Collection Bins on Public Land Policy | none | |
| OP-022 | Customer Feedback Policy | none | 14/10/20 |
| OP-022 | Managing Unreasonable Customer Behaviour Policy | none | 05/08/21 |

| Number | Community Engagement Policies | Authorised by Council | Version |
|--------|---|-----------------------|----------|
| CP-029 | Tree Policy | 16/07/24 | |
| OP-029 | Welcome to Country and Acknowledgement of Traditional Owners | none | |
| CP-030 | Environmental Policy | 20/09/22 | |
| CP-031 | Asset Management Policy | 16/07/24 | |
| OP-032 | Volunteering Operational Policy | none | |
| CP-033 | Paths | 16/07/24 | |
| CP-034 | Road Safety Audit Policy | 16/07/24 | |
| OP-034 | Response to People experiencing Homelessness Policy | none | 18/09/21 |
| CP-035 | School Parking Policy | 16/07/24 | |
| OP-035 | Information, Communication Technology security Management Policy | none | 18/09/14 |
| CP-037 | Neighbourhood Development Community Hub Policy | 10/12/19 | |
| CP-038 | Discretionary Services Review Policy | 10/12/19 | |
| CP-039 | Quality Policy | 20/09/22 | |
| OP-039 | Complaints Handling Policy | none | 00/09/23 |
| OP-040 | Busking & Street Entertainers Policy | none | |
| CP-057 | Sustainability Policy | 16/04/24 | |
| CP-084 | Disability Access and Inclusion Policy | 12/05/24 | |
| CP-086 | Verge Treatment Policy | 16/07/24 | |
| CP-099 | Risk Management Policy | 15/05/24 | |
| CP-101 | Complaints Management Policy | 27/08/19 | |
| CP-102 | Urban Forest and Green Space Policy | 16/07/24 | |
| CP-107 | Managing Unreasonable Conduct by Customers (Revoked 18/08/20) EAGM 18/09/18 | 17/07/18 | |
| CP-108 | Deputations to Council Policy | 20/08/19 | |
| CP-110 | Crossover Policy | 16/07/24 | |
| CP-112 | Customer Feedback Policy withdrawn 18/07/23 | 20/05/20 | |
| CP-113 | Attendance at Events | none | |
| CP-114 | Compliance and Enforcement Policy | 21/06/22 | |
| CP-119 | Active Reserve Parking Policy | 16/07/24 | |
| CP-120 | Climate Action | 16/04/24 | |
| CP-125 | Neighbour Dispute Mediation Policy | 18/06/24 | 18/09/24 |
| CP-127 | Advocacy Policy | none | 28/11/24 |
| CP-128 | Privacy Policy | 05/04/25 | 29/04/25 |
| CP-130 | External Committee Members | 25/06/25 | 27/06/25 |
| | | | |

Other References

Black A. & Hughes P. (2001) *The identification and analysis of indicators of community strength and outcomes*. Report for DFCS by ECU.

Workplace Health and Safety Act

Disability Discrimination Act 1992 (Cth)

Disability Services Act 1993

Disability Services Regulations 2004

Equal Opportunity Act 1984

“Rule of Law” Rule of Law Institute of Australia

<https://www.ruleoflaw.org.au/>



What is the Rule of Law?

And how does it protect our rights?

The rule of law is the cornerstone of our democracy. It protects human rights, upholds public safety, and promotes stability. It means that both the government and citizens know and are bound by the law - ensuring that no one is above the law.

When everyone, including those in positions of power, adhere to the legal standards set by the people, it helps create a fair and orderly society. Those in authority cannot act on personal whims or make arbitrary decisions; they must exercise their power lawfully and consistently. The rule of law is more than just following rules; it reflects a broader principle that laws must be applied equally and fairly. Effective checks and balances, along with accountability mechanisms, ensure that power is not abused. In cases of disputes, independent and impartial judges apply the law equally to provide justice for all. However, the rule of law is an ideal that can be threatened or eroded at times, so it relies on a strong culture of lawfulness, one that values and actively defends these democratic principles and mechanisms.

Principle 1: The Core

People are ruled by the law, and no one is above the law.

The government can only exercise its power within the boundaries set by the law. People have the freedom to do anything, as long as their actions do not break the law.

Principle 2: The Middle Ring

The law is applied equally and fairly.

For laws to be effective, they must be clear, certain, and predictable. This enables people to understand and follow them willingly. All people must follow the law and any dispute about the law must be resolved by the independent judiciary, who is free from political pressure and personal biases.

Principle 3: The Wheel Spokes

Checks and balances, such as legal principles, procedures and governing institutions ensure the law is applied equally and fairly, so that no one is above the law.

These structures provide mechanisms to ensure Australians are governed by laws which their elected representatives make, and which reflect the rule of law. They also ensure that the law is administered justly and fairly.

Principle 4: The Support

Supported by a culture of lawfulness.

People, including those in power, follow the law because they believe it is fair, just and of benefit to the common good. Informed citizens play a crucial role by participating in decision making and holding leaders accountable.

THE RULE OF LAW
All people should be ruled by just laws subject to the following principles:



The rule of law must be supported by informed and active citizens

ruleoflaw.org.au/education/informed
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