

Moreland City Council is committed to improving engagement with the community

Moreland's draft Community Engagement Policy **is now out for public comment until 11 November 2018** and outlines what Council will do and how Council will act.

This is your opportunity to tell us what are the important issues that you think Council should be engaging you on and how you would like Council to engage with you.

What is the Community Engagement Policy?

Community engagement is the conversations Council has with people about decisions that may affect them.

The draft Policy commits Council to engaging with the community and key stakeholders:

- During the planning stages of projects or initiatives
- When a change in service, activity or infrastructure is considered
- When an issue is raised and requires a decision; or
- When more information or evidence is required.

The new draft Policy commits council to purposeful, respectful, inclusive, responsive and transparent engagement with the community

Council's commitments

Commitments included in the draft Policy state that council will:

- Clearly define the decision required and the scope of public engagement and participation;
- Provide appropriate time and resources, to ensure that those affected can participate in a meaningful way;
- Use multiple methods of engagement to suit the availability and abilities of stakeholders;
- Respond to the engagement and input of the community in a timely and contractive manner so they understand how they have informed the outcome.
- Address community and stakeholder concerns in an honest and forthright way and communicate results back to the public, in a way they understand

What does this mean in practice?

Engagement should be tailored to suit the needs of the opportunity for both community and Council, and includes a full range of approaches from enquire, inform or consult to involve, collaborate or empower.

Simple

Projects, initiatives and decisions that have a relatively small geographical scale with few people impacted.

Council will **enquire:**

Council will receive enquiries and complaints and endeavour to respond. The community can bring community or individual concerns to Council and request information.

Council may also **inform:**

Council will provide news and information to the community, and keep you informed. Community will receive information about what is going on in the municipality.

Examples of how Council would engage

- Customer service enquiries
- Complaints and Response
- Question Time on topic at Council Meetings
- Inside Moreland and Leader newspaper articles
- Information on Council's website and social media
- Public Council reports on topic
- Flyers and notices in public places and on site

Medium



Council will **consult:**

Council will ask for feedback on a particular matter and listen to and acknowledge your contribution. The community will have opportunity to contribute thoughts and ideas.

Council may also **involve:**

Council will invite community participation toward a pre-determined outcome, and work with the community to ensure their concerns and aspirations are considered in the decision making. Community will be able to participate in making plans and decisions.

Examples of how Council would engage

- Public surveys and/or voting on issues
- Public and/or ward meetings
- Public options papers
- Social media campaigns
- Interviews and visits to community groups
- Consultation methods such as workshops and reference Groups and Advisory committees

Complex

Projects, initiatives and decisions that have a wide impact across a large geographical area and/or may impact a large number of people.

Council will **collaborate:**

Council will work with the community toward an agreed outcome, and look to the community for advice and innovation, incorporating into decisions where possible. The community will actively partner for an agreed outcome.

Council may also **empower:**

Council will provide assistance toward an independent outcome, and will help community to implement mutual goals. Community will carry out a community-led initiative.

Examples of how Council would engage

- Form advisory Committees and/or partnerships
- Initiate Community Development programs
- Engage with service provider networks
- Engage with community groups, organisations and special interest groups
- Citizen Juries and deliberative bodies
- Community Grants Programs

Have your say

What issues are important to you and how do you want council to engage with you on those issues? We would like to hear from you. Moreland's Community Engagement Policy is now available for public comment until 11 November 2018.

Email: engagement@moreland.vic.gov.au **Phone:** 9240 1111 **Visit:** moreland.vic.gov.au/community-engagement-participation **Post:** Community Development Programs Coordinator, Moreland City Council, Locked Bag 10, Moreland, Victoria 3058