COMMUNITY ENGAGEMENT FRAMEWORK

We are committed to ensuring we provide clear and objective information and offer opportunities for people to participate in decision making that affects them

PRINCIPLES OF COMMUNITY ENGAGEMENT

1. Encourage participation in decision making	2. Increase representation in decision making	3. Seek new ways to engage our communities	4. Ensure decision makers consider feedback	5. Close the feedback loop with stakeholders
Be clear about our engagement objectives and how stakeholders can contribute to decision making. Consider the level of interest and complexity of each issue, and use relevant engagement techniques to support participation.	Consider the timing and range of our engagement activities to maximise opportunities for participation and hear a broad range of views and opinions. Strategically target key stakeholders to ensure the participation of traditionally underrepresented groups.	Introduce new engagement techniques where a need has been identified to complement traditional approaches. Go to places where people feel comfortable, taking time to build relationships and explore how people want to be engaged.	Ensure decision makers give consideration to stakeholder opinions, knowledge and expertise alongside other influences.	Recognise the importance of closing the engagement loop and communicate to stakeholders about how their participation contributed to decision making.

THE DECISION MAKING PROCESS

Issue triggers decision making process	Project is scoped. Issue is clarified and defined.	Community engagement approach is developed	Stakeholders are identified and engaged	Feedback is collated and assessed	Issue is presented to the decision maker for review	The decision maker makes decision	Stakeholders are advised of decision

INFLUENCES ON DECISION MAKING

Existing legislation and policies	Previous Council decisions	Our Onkaparinga 2035 and strategies	Legal or expert advice	Community engagement outcomes	Environmental, social and economic context	Research and analysis	Available resources	Decision makers' local knowledge

COMMUNITY ENGAGEMENT METHODS

INFORM

Provide information to assist understanding of how decisions will be/were made

We will inform when

- a decision is made for legislative, financial environmental, or technical reasons
- there is no opportunity to influence the outcome

We will explain

- how the decision was made
- what's going to happen
- impact of the decision
- where further information can be found

CONSULT

Obtain feedback on preferences when there are options available

We will consult when

- input is required on concepts or designs
- there are several options available
- final decisions are being shaped
- issues and concerns are unclear

We will ask

- are there any ideas to improve this?
- which option is preferred?
- what would the impact be?

ACTIVE PARTICIPATION

Involve people and work together to understand all needs and concerns

We will use active participation when

- we need community knowledge to influence the decision
- there is likely to be a high level of interest
- we need stakeholders to talk with us and each other about complex issues

We will ask

- what would people like to see happen?
- what have we not considered or are not aware of?
- how should we proceed with this?

THE COMMUNITY ENGAGEMENT FRAMEWORK ALSO INCLUDES

Community engagement techniques	Community engagement tools and templates	Community education

CITYOFONKAPARINGA