

# Policy

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**Title:** Community Engagement

**Category:** Community Services and Events

**Date Last Adopted:** 23 September 2019

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## 1. Objectives

To build capacity through the organisation by administering a framework that facilitates understanding and decision making between the City and the Hobart community.

## 2. Background

This Policy was developed to provide:

- definitions for the terms consultation, engagement and participation and incorporation of these into the policy framework; and
- a set of principles and indicators.

## 3. Policy

### Policy Purpose and Objectives

Community engagement is the process where the City of Hobart works together with the community to achieve common goals through genuine relationships built on trust, goodwill and respect.

Community engagement creates an active and informed dialogue that seeks an understanding of the views and aspirations of the community.

The purpose of this Policy is to provide a framework that facilitates understanding and decision making between the City and the Hobart community, in line with IAP2 best practice

The community engagement policy objectives are to:

- achieve good governance by facilitating open, fair and constructive dialogue.

- allow for informed decision making
- achieve an improved quality of life in Hobart
- achieve active public participation through involvement and inclusiveness
- provide the public with a clear understanding of the City's engagement processes.

### **Policy Statement**

The City recognises the right of the community to be informed and have input into decisions which affect their lives.

The City values effective engagement in developing a positive relationship with its community and acknowledges, that in doing so, this will lead to better decision-making.

The City seeks to take account of the views, needs, issues and aspirations expressed by the community and to balance these with other influences such as budgetary and legislative constraints to make informed decisions.

In applying this policy, the City will demonstrate its values.:

We value:

- **People.**
  - We care about people – our community, customers and colleagues
- **Teamwork**
  - We collaborate both within the organisation and with external stakeholders drawing on skills and expertise for the benefit of our community
- **Focus and Direction**
  - We have clear goals and plans to achieve sustainable social, environmental and economic outcomes for the Hobart community
- **Creativity and Innovation**
  - We embrace new approaches and continuously improve to achieve better outcomes for our community

- **Accountability**
  - We are transparent, work to high ethical and professional standards and are accountable for delivering outcomes for our community

The following nine (9) principles have been developed to guide the application of this policy:

### **Principle 1 – Engagement Culture**

The City embraces engagement as a key process in our governance of Hobart. A culture of engagement will continue to be developed at all levels of the organisation.

### **Principle 2 – Building Relationships**

The City is committed to building effective relationships to improve the outcomes of community engagement.

### **Principle 3 – Inclusiveness and Accessibility**

The City acknowledges the diversity of its community and will work to diminish barriers that may exist in order to encourage participation in engagement.

### **Principle 4 – Participation**

Stakeholders are encouraged to participate in the process and to express their views in a respectful and open manner.

### **Principle 5 – Communication**

The City will clearly communicate the purpose of the engagement process; the steps involved and will allow sufficient time for effective involvement.

### **Principle 6 – Transparency**

City engagements will be clear and transparent to allow the community access to information and an understanding by the stakeholders of the processes and resources involved.

### **Principle 7 – Considering the Results**

The results of engagements will be included in the considerations of the Council in decision making.

### **Principle 8 – Feedback**

The City will provide a means for stakeholders to obtain feedback on the engagement.

## **Principle 9 – Evaluation and Review**

The City will evaluate and review its engagement framework to ensure it is responsive to the views and aspirations of the community.

### **Community engagement toolkit**

A community engagement toolkit is being developed and will provide a step by step guide to assist officers in the planning, delivery and evaluation of community engagement practice..

## **4. Legislation, Terminology and References**

The Community Engagement Framework provides the community with a clear understanding of the steps and core principles of the City's engagement process and sets out how they can contribute to the City's decision-making.

The Community Engagement toolkit will provide guidance to officers in the planning, delivery and evaluation of community engagement practice.

<b>Responsible Officer:</b>	Director Community Life
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