



Objective:

To provide direction for Ipswich City Council's (Council) community engagement processes and activities.

1. Related Links:

- Queensland Local Government Act 2009
- Local Government Finance Standard 2005
- Ipswich 2020 and Beyond Vision Statement and Action Plan 2005
- Ipswich City Council Corporate Plan 2007 - 2012

2. Policy Outcome:

Through provision of the Community Engagement Policy, Council aims for effective and consistent community engagement that contributes to quality council decision making within the Ipswich Local Government Area.

3. Policy Scope:

This policy provides Council with a framework to guide the appropriate engagement of the community in relation to Council policy, program and service issues. It applies to all facets of council operations including financial, asset management, environmental, urban and social strategic planning as well as day-to-day business activities.

Further, it defines the principles underpinning Council's engagement activities, the role of Council Officers in engaging with the community, and the mechanisms which Council will use to engage the community.

4. Policy Statement:

This policy is under-pinned by Section 4, Point 2 of the Local Government Act 2009, Queensland, which requires Council's to adhere to the local government principles of "*democratic representation, social inclusion and meaningful community engagement*".

In respect to this policy Council will:

- Undertake appropriate and purposeful engagement with the community
- Ensure engagement information and communication is timely and accurate
- Adopt a consistent and transparent approach to the conduct of Council community engagement
- Consider the different communication and physical needs of the diverse communities in the Ipswich region when undertaking engagement

- Build skills and knowledge across Council in the delivery of community engagement activities and processes
- Measure the effectiveness of Council's engagement activities and processes
- Maintain a record of Council's community engagement
- Communicate Council community engagement findings, achievements and learnings to all relevant internal and external stakeholders

Council recognises that there is a diverse range of engagement methodologies, and will seek to engage the community depending on the outcomes sought for specific issues or projects.

5. Responsibilities and Review:

This Policy is to be:

- Implemented by all Council Officers
- Reviewed and amended in accordance with the Council policy review process(es) by the Manager Community Development, Economic and Community Development (or equivalent) in consultation with relevant stakeholders

6. Definitions:

COMMUNITY

Refers to a group of any size whose members reside in the same locality, share common characteristics (e.g. age, sex, ethnic origin, faith), interest and or cause. People can belong to several different communities at any one time.

ENGAGEMENT

Relates to interactions between governments, citizens and communities on a wide range of policy, program and service issues to inform decision making and develop partnerships. Engagement can be formal or informal, direct or indirect (LGAQ 2010).

COUNCIL OFFICERS

Encompasses all Ipswich City Council staff including permanent full-time, part-time, contract, casual, in-house consultants and volunteers.

Date of Council Resolution: 9 November 2010

Committee Reference and Date: Policy and Administration Board No. 2010(08) of 26 October 2010
– City Management and Finance Committee No. 2010(11) of 2 November 2010

No. of Resolution: 2

Date to be reviewed: