

# COMMUNITY ENGAGEMENT – OUR PLAN

## OUR VALUES



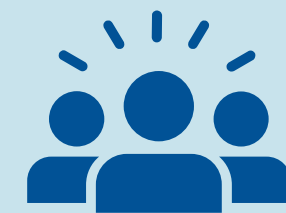
Respect and encourage each other.

Embrace new ideas and better ways to work.

Create a healthy and safe environment for all.

Make people the centre of our business.

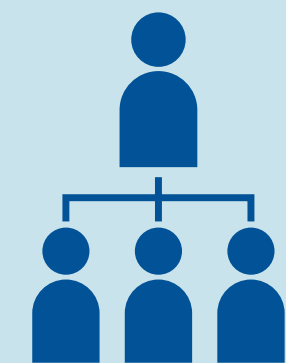
## OUR RESOURCES



COMMUNITY



OUR EMPLOYEES



SPECIALIST  
SUPPORT



PUBLIC  
PARTICIPATION  
SPECTRUM

## WHAT WE WILL DO

### RELATIONSHIPS

- Work across all levels to drive community engagement.
- Develop partnerships with stakeholders.
- Improve external networks.
- Improve our engagement platforms.

### PRACTICE AND KNOWLEDGE

- Create an environment for good practice.
- Develop an engagement hub (tools, templates and information to support engagement process and planning).
- Research, capture and support emerging practice.
- Create opportunities for deliberative engagement, such as citizens' juries.

### WORKFORCE CAPABILITY

- Develop and invest in our people's community engagement skills.
- Improve communication (internal and external).
- Provide specialist team support.
- Deliver core training (IAP2, Engage database).
- Deliver tailored specialist training.

### LEADERSHIP AND POLICY

- Build community engagement capacity at all levels including employees, the Mayor and councillors and the community.
- Refresh our community engagement policy.
- Enable leaders to develop a culture of engagement.
- Create a network of community engagement champions.
- Promote community engagement in civic leadership development.

### MONITOR AND IMPROVE

- Benchmark to guide good practice in community engagement.
- Embed quality improvement approaches.
- Report of key engagement indicators.
- Build processes for critical reflection and adaption.

## OUR DESIRED RESULTS

Improved decision making by our organisation and Council, that reflects the best interests of all sections of the community.

Improved community confidence in our Council and the decisions that are made.

Increased capacity and participation by all sections of the community in engagement activities.

Improved community knowledge about the role of our organisation and Council, and the democratic decision-making process.

**Working together for a thriving community**