

## FOR MORE INFORMATION:

Find out more about how we are improving our community engagement process and see our current and past community engagements.

[www.geelongaustralia.com.au/yoursay](http://www.geelongaustralia.com.au/yoursay)

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### CITY OF GREATER GEELONG

PO Box 104

Geelong VIC 3220

P: 03 5272 5272

E: [contactus@geelongcity.vic.gov.au](mailto:contactus@geelongcity.vic.gov.au)

[www.geelongaustralia.com.au](http://www.geelongaustralia.com.au)

### CUSTOMER SERVICE CENTRE





Geelong

100 Brougham Street

Geelong VIC 3220

8:00am – 5:00pm

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THE CITY OF  
GREATER GEELONG

# HAVE YOUR SAY



HOW WE ENGAGE WITH  
OUR COMMUNITY

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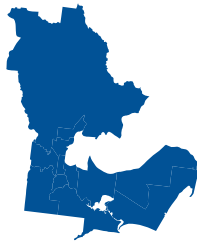


## WHAT IS COMMUNITY ENGAGEMENT?

Community engagement is the process we use to connect with groups of people about decisions or issues that are important to them.

These groups, or communities, are generally connected in some way – for example they might live in the same street or have a shared interest.

### OUR COMMUNITY



POPULATION  
**235,000**

TOTAL AREA  
**1,247km<sup>2</sup>**

## WHY IS IT IMPORTANT?

Community engagement is an essential element of good governance – that is, the best process possible for making and implementing decisions.

A good community engagement process benefits everyone as it:

- improves the quality of decisions
- highlights emerging issues
- builds knowledge and relationships.

It is also a practical way we can show we are open, accountable and willing to listen.



## DID YOU KNOW?

The *Our Future* planning process in 2017 successfully engaged more than 16,000 community members to develop a 30-year vision to guide our decision-making.

## OUR COMMUNITY ENGAGEMENT PROMISE

We will:

- plan our engagements to be timely, open and easily understood
- make sure engagement activities are inclusive, accessible and seek a diverse range of perspectives
- be upfront about how much opportunity there is to influence a decision
- define the community's role in any community engagement process using the International Association of Public Participation (IAP2) Spectrum
- provide information to support meaningful community participation
- use a variety of engagement techniques that meet the needs and interests of the community
- let the community know how their input has influenced our decision
- learn from each experience to review and improve our practice.

## WHEN WILL WE ENGAGE WITH THE COMMUNITY?

We will engage when:

- we're making plans – for example, developing strategies
- we're changing something – for example levels of service
- our decision is likely to impact on people and the places they live, work and play
- we're required by law to do so.

There are times when we will not engage:

- when decisions must be made immediately
- when the decisions relate to the City's day-to-day business operations
- when legal or commercial restrictions prevent it.

