



Community Engagement Policy

Policy Number	S0006
File Number	9.63.2.2
Responsible Officer	Director Corporate Services
Adopted	19 February 2025
Last reviewed at Council Meeting	15 July 2026
Minute Number	198-26
Due date of next Review	May 2030

1. Introduction

- 1.1 Council is committed to open, accountable and responsive decision making, which is informed by effective communication and engagement between Council and the community.
- 1.2 Including communities in decision-making processes is important to the successful development of appropriate and informed decisions and policies by Council.
- 1.3 Council's community includes people who live, work, study, own property, conduct private or government business, visit or use the services, facilities and public spaces and places of Council. Council recognises that a community may be a geographic location (community of place), a community of similar interest (community of interest) or a community of affiliation, practice or identity (such as industry or sporting clubs).
- 1.4 Section 50A of the *Local Government Act 1999* (the Act) requires Council to prepare and adopt a policy relating to community engagement for the purposes of the Act. The policy must be consistent with and comply with any requirements specified by the *Community Engagement Charter* (the Charter).

2. Purpose

- 2.1 The purpose of this Policy is to ensure that Council meets its legislative obligations regarding public consultation by:
 - 2.1.1 Meeting the requirements set out in the Act and the Charter.
 - 2.1.2 Using appropriate and cost effective engagement methods which are relevant to the specific circumstances of each decision, activity or process.
 - 2.1.3 Providing for appropriate participation by the local community, key stakeholders and interested parties.

- 2.1.4 Using feedback to enhance decision making.
- 2.1.5 Providing information on the reasons for decision or actions of Council, where reasonable and appropriate.
- 2.2 This policy is a statement of Council's general position in relation to community engagement (public consultation), as required under the Act and the Charter.

3. Definitions

- 3.1 **Community** means “the public” and includes ratepayers, residents and all people who live, work, study, conduct business or use the services, facilities and public places in Clare & Gilbert Valleys. These people are often referred to as “stakeholders” in the affairs of Council.
- 3.2 **Community Consultation** is part of community engagement and is a planned process by which Council formally invites its constituents and stakeholders to comment about matters upon which Elected Members are to deliberate. This means providing information to the community and eliciting opinions and comments from members of the public, for Council to consider. The final decision regarding such matters rests with Council.

The Administration may also consult with the community regarding specific aspects of programs to be implemented, within the framework of Council's decisions and the provisions of the Local Government Act or other legislation. The final decision regarding these operational matters rests with the Chief Executive Officer.
- 3.3 **Community Engagement** is involving the community in decision making processes, which is critical in the successful development of acceptable policies and decisions in government, the private sector and the community.
- 3.4 **Community Engagement Charter** is established by the Minister for Local Government pursuant to Section 50 of the *Local Government Act 1999* and details the requirements that Council must follow when undertaking community engagement.

4. Background

- 4.1 Council is required under Section 50 of the *Local Government Act 1999* (the Act) to prepare and adopt a Community Engagement Policy (the Policy).
- 4.2 In accordance with the Act, the Policy must identify the steps the Council will follow in circumstances where the Act requires Council to follow its Policy.
- 4.3 The Policy will apply to those circumstances set out in the Act, which require the Council to follow its Policy.
- 4.4 This Policy was adopted by Council following public consultation about the Policy in accordance with Section 50(6) of the Act. Submissions received were considered and taken into account by the Council in finalising and adopting its Policy.

5. Scope

- 5.1 This policy applies to decisions, activities and processes undertaken by the Council, a delegate of the Council or a person exercising power on the Council's behalf, where public consultation is required to be undertaken in accordance with the Act, the Charter, or this policy. A reference in this Policy to ‘Council’ includes a reference to a delegate or other person exercising power on the Council's behalf.
- 5.2 The Chief Executive Officer is responsible for the implementation and application of this policy, and where necessary reporting the outcomes of consultations to the Council. The specific delegations made under this Policy are outlined in part 8 of this Policy.

- 5.3 This Policy does not apply where the Council is exercising powers and functions under any other Act. Where there are consultation requirements under other legislation, e.g. the *Planning, Development and Infrastructure Act 2016*, those specific processes take precedence over this policy.

6. Policy

6.1 Principles

6.1.1 The principles underpinning this Policy are:

- community members should have reasonable, timely, meaningful and ongoing opportunities to gain access to information about proposed decisions, activities, processes of councils and to participate in relevant processes;
- information about issues should be in plain language, readily accessible and in a form that facilitates community participation;
- participation methods should seek to foster and encourage constructive dialogue, discussion and debate in relation to proposed decisions, activities and processes of councils;
- participation methods should be appropriate having regard to the significance and likely impact of proposed decisions, activities and processes; and
- insofar as is reasonable, communities should be provided with information about how community views have been taken into account and reasons for decisions or actions of councils.

6.1.2 Council will undertake public consultation in accordance with the Act, the Charter and this Policy.

6.1.3 Council may, in its absolute discretion, determine to undertake a step or steps in addition to those set out in this policy in relation to a matter for which it is required by the Act and/or the Charter to undertake public consultation.

6.1.4 However, Council is not required to give prior consideration and/or to determine whether or not to undertake any additional step or steps in relation to such a matter. A well-intentioned engagement that does not generate the anticipated level of engagement is not a breach of this policy.

6.1.5 Council may, from time to time, alter or substitute a new policy, following public consultation.

6.2 Objectives

6.2.1 The objectives of this Policy are to:

- promote positive relations between Council and the community;
- promote effective communication and consultation between the Council and the community;
- enable the community to participate in Council planning and decision making;
- provide the framework for community involvement in Council planning and decision making;
- promote Council decision making which is open, transparent, responsive and accountable to the community.

6.3 Information sharing

- 6.3.1 Council recognises the benefit of sharing information with its community where formal consultation is not required.
- 6.3.2 Council acknowledges the wealth of knowledge held by its residents within its community and encourages their involvement in strategic issues before Council.
- 6.3.3 Council will proactively keep its community informed on issues before its community through its website, media releases, radio and other forms as is determined appropriate.
- 6.3.4 Strategic information is often contained within Council reports and this information is contained on Council's website, with agendas being available for display three (3) days prior to a meeting. This provides the community the ability to approach Elected Members prior to the meeting.

7. Statutory Requirements

7.1 Where there are statutory requirements for consultation, these will take precedence over the Policy where there is an inconsistency.

7.2 The Charter establishes different categories of consultation for matters, as follows:

7.2.1 **Significant – annual business plan and rating policy:**

- Adopting an Annual Business Plan - section 123(3)(b)
- Changes to basis of rating, declaring differential rates, imposing a separate rate, service rate or service charge, or changing the basis on which land is valued for the purpose of rating - section 151(5)(e)

7.2.2 **Significant:**

- Representation reviews - section 12(7)
- Development and review of Strategic Management Plans - section 122(6)
- Changes to use of differential rating - section 156(14a)(b)
- Revocation of classification of land as community land - sections 194(2)(b)
- Community Land Management Plans - adoption - section 197(1)
- Community Land Management Plans – significant amendments - section 198(3)
- Alienation of community land by lease or license - section 202(2)

7.2.3 **Standard:**

- Opening hours and place of principal office - substantial changes - section 45(3)
- Community Engagement Policy - section 50A(6)(b)
- Council behavioural support policies - section 75F(6)
- Access to meetings and documents - section 92(5)
- Power to make orders - section 259(2)(b)

7.2.4 **Local:**

- Proposed permit or authorisation for alteration or use of a road for business purposes when there are works and traffic impeded for more than 48 hours (with a detour in place) or where no detour will be available - section 223(1)

- Proposed planting of vegetation on a road – significant impact - section 232(b)

7.2.5 Inform:

- Opening hours and place of principal office – minor changes - section 45(3)
- Proposed permit or authorisation for alteration or use of a road for business purposes when there are works and traffic impeded for less than 48 hours and the Council ensures that a detour is in place - section 223(1)
- Election information - section 13A (2) of the *Local Government (Elections) Act 1999*

The table in **Appendix 1** of this policy sets out the engagement activities that Council will undertake to meet the requirements of each matter for which public consultation must be undertaken in accordance with the Act and the Charter.

8. Procedure

The following steps will be taken by the Council to fulfil the requirements of this Policy:

- 8.1 Council will determine whether an *Engagement Plan* (**Appendix 2**) or *Communication Plan* (**Appendix 3**) is most appropriate for a particular topic.
- 8.2 Within the *Engagement* or *Communication Plan*, Council will identify the stakeholders and a range of options available to it to communicate information with the stakeholder and invite submissions in accordance with the *Engagement* or *Communication Plan*.
- 8.3 Council will also choose consultation periods carefully and do its best to avoid the months of December and January and also the Easter period. However there may be times out of Council's control that may require us to consult during those periods.
- 8.4 As a minimum the Council will undertake the Statutory Requirements set out at Clause 6 of the Policy. Any steps taken by Council in addition to the minimum Statutory Requirements are at the absolute discretion of Council and will depend upon the particular topic under consideration, the resources available to Council and the level of interest the topic is likely to generate.
- 8.5 At the conclusion of the engagement and with regard to any relevant legislation, evaluation will be undertaken and a 'Submission Summary' will be prepared to enable Council to consider any submissions or feedback received as part of its decision-making process.

9. Other Decisions, Activities and Processes

- 9.1 Council recognises there may be decisions, activities and processes where the Act and Charter are silent in relation to community engagement, but for which community engagement may nevertheless be appropriate.
- 9.2 Council may undertake community engagement activities for community participation in relation to other decisions, activities or processes of the Council not specified in the Charter at its absolute discretion. However, Council is not required to give prior consideration and/or to determine whether or not to undertake any such steps in relation to these matters.

10. Delegation

- 10.1 Specific engagement activities to be undertaken in relation to any particular decision, activity or processes shall be determined on a case by case basis, by:

- 10.1.1 Council, by resolution;
 - 10.1.2 the CEO;
 - 10.1.3 a delegate with the power to undertake community engagement under the Act, the Charter or this Policy; or
 - 10.1.4 a delegate with power to make a decision or undertake an activity or process that requires community engagement under the Act, the Charter or this Policy.
- 10.2 Council, the CEO or a delegate is not required by this policy to undertake, or to consider or determine whether to undertake, additional engagement activities or engagement methods. Such a decision is at the absolute discretion of the decision maker.

11. Availability/Accessibility

- 11.1 This Policy and Council's Fees and Charges Register are available to be downloaded free of charge from Council's website: www.claregilbertvalleys.sa.gov.au
- 11.2 This Policy is available for inspection at Council's principal office during ordinary business hours. Hard copies, for a fee in accordance with Council's schedule of [Fees & Charges](#), can be provided upon request.

12. Legislative Framework / Other References

- 12.1 [Local Government Act 1999](#)
- 12.2 [Planning, Development & Infrastructure Act 2016](#)
- 12.3 [Community Engagement Charter](#)

13. Appendices

- 13.1 Community Engagement Charter Activities
- 13.2 Engagement Plan template
- 13.3 Communication Plan template

14. Document History

This Policy shall be reviewed at least every four (4) years or more frequently if legislation or Council requires.

Version	Adopted	Minute	Description of Change
1	19 February 2025	50-25	Adopted
2	20 May 2026	104-26	Updates to the consultation requirements in line with Community Engagement Charter
2.1	15 July 2026	198-26	Endorsed subsequent to community engagement – no further changes.

Mandatory Requirement	Mandatory Minimum Actions to Achieve the Mandatory Requirements	Charter Category				
		Significant— Annual Business Plan and Rating Policy	Significant	Standard	Local	Inform
Website	Publish information about the matter that can be easily found on a council website.	X	X	X	X	X
News publication	Publish information about the matter in a local news publication (print where available, but otherwise digital) that circulates in the council area and is not produced by the council.	X	X			
Consult with the whole council area	Consider appropriate forms of notifications to the council area. Consider whether additional information or notification should be made available to the community to bring their attention to the matter and to support participation.	X	X	X		
Invite submissions	Provide information about how the community can make a submission, including timeframe.	X	X			
Explain decision-making process	In material prepared explain what the council proposes to do, why it proposes to do it, and what it seeks to achieve. Explain how community feedback will inform the council's decision.	X	X			

Mandatory Requirement	Mandatory Minimum Actions to Achieve the Mandatory Requirements	Charter Category				
		Significant— Annual Business Plan and Rating Policy	Significant	Standard	Local	Inform
Seek and consider feedback from the community—significant matters	Consider how best to invite feedback from the community. Provide a minimum community engagement period of 21 days to enable the community to provide feedback. Include a summary of community engagement feedback to the council ahead of the decision.	X	X			
Public meeting	Hold a public meeting where the community is invited to provide submissions (written or verbal) on the matter. The public meeting may be part of a council meeting or a separate event.	X				
Council meeting invitation	Invite people who have made a written submission to attend a council meeting to speak to their submission before the decision is made.		X			
Seek and consider feedback from the community	Consider how best to invite feedback from the community Provide information about how community feedback will inform the council's decision. Ensure an appropriate period of time is provided to enable communities to provide feedback.			X	X	
Consult with local community	Consider appropriate forms of notifications to the area within the council affected by the council decision or action. Consider whether additional information or notification should be made available to the local community to bring their attention to the matter and to support participation.				X	

Mandatory Requirement	Mandatory Minimum Actions to Achieve the Mandatory Requirements	Charter Category				
		Significant— Annual Business Plan and Rating Policy	Significant	Standard	Local	Inform
Information to the whole council area	Provide information to the whole of the council's community if it may be directly affected by the council decision or action.					X
Information to local community						X



Project Title

ENGAGEMENT PLAN
MONTH YEAR

1. PROJECT TITLE

Click here to enter text

Project Manager: Click here to enter text

Project Sponsor: Click here to enter text

INSTRUCTIONS

Please complete all sections of the template by ticking the relevant check boxes and inserting text, as required.

Once complete

- Convert red text to black other than headings.
- Delete all highlighted instructions.
- Delete this instruction box.

2. PROJECT SCOPE

Click here to enter text

3. ENGAGEMENT AND COMMUNICATION CHECKLIST

Does the engagement form part of a statutory process.

☐ Yes ☐ No

If Yes, please specify:

Click here to enter text.

Is there a proposed change in service level that will impact the community?

☐ Yes ☐ No

Can the community influence the outcome? (See section 3.1)

☐ Yes ☐ No

Is there a risk in not undertaking community engagement? (See section 3.2)

☐ Yes ☐ No

If yes to any of the above, an Engagement Plan is to be prepared.

If No, is a Communication Plan required.

☐ Yes ☐ No

3.1. Negotiables/Non-Negotiables

Non-Negotiable	Negotiable
What has already been decided and cannot be influenced or changed.	What aspects are able to be influenced or changed.
Click here to enter text.	Click here to enter text.
Click here to enter text.	Click here to enter text.
Click here to enter text.	Click here to enter text.
Click here to enter text.	Click here to enter text.

Add additional rows if required.

3.2. Risk Assessment

What are the potential risks associated with the engagement.

RISK	PROBABILITY	MITIGATION
What might go wrong?	How likely is this to happen?	How could you prevent this happening?
Click here to enter text.	Click here to enter text.	Click here to enter text.
Click here to enter text.	Click here to enter text.	Click here to enter text.
Click here to enter text.	Click here to enter text.	Click here to enter text.

Add additional rows if required.

3.3. Decision Making Process

Council's decision making is based on being informed and understanding:

- Existing legislation and policies
- Previous council decisions
- Specialist advice
- Community engagement
- Social, Economic and Environmental context
- Research and analysis
- Available resources

Community engagement provides one element of input to the decision-making process. Council seeks to promote decision making as being open, transparent, responsive, and accountable to the community.

The project has the following identified stages and associated level of engagement.

Modify Project Stage as appropriate to the project being undertaken.

Project Stage	Level of Engagement (Inform, Local, Standard, Significant, Significant – ABP & rating policy)	Timeframe	Responsible
Issue/Project scoped	Click here to enter text.	Click to enter a date.	Click here to enter text.
Research/Data Collection	Click here to enter text.	Click to enter a date.	Click here to enter text.
Generate objective criteria	Click here to enter text.	Click to enter a date.	Click here to enter text.
Generate Options	Click here to enter text.	Click to enter a date.	Click here to enter text.
Decision - best option	Click here to enter text.	Click to enter a date.	Click here to enter text.
Implement the solution	Click here to enter text.	Click to enter a date.	Click here to enter text.

1. ENGAGEMENT OBJECTIVE

To determine

[Click here to enter text.](#)

2. KEY MESSAGING

The following key messages that underpin this engagement plan are:

[Click here to enter text.](#)

3. PRINCIPLES OF COMMUNITY ENGAGEMENT

Council aims to uphold the principles of effective community engagement.

Engagement is:

- genuine.
 - inclusive and respectful.
 - fit for purpose.
 - informed and transparent.
 - reviewed and improved.
-
-

4. STAKEHOLDER MAPPING

4.1. Catchment Size/Location

A geospatial understanding of the areas impacted by the project i.e. Regional/District/Town/Locality.

Identify the areas of the council that may have the most interest/impact from the project.

Regional	District	Township Only		
☐ Council wide	☐ Northern ☐ Southern ☐ Central	☐ Clare ☐ Auburn ☐ Rhynie ☐ Watervale ☐ Penwortham ☐ Black Springs	☐ Riverton ☐ Stockport ☐ Manoora ☐ Hilltown ☐ Stanley Flat ☐ Sevenhill	☐ Saddleworth ☐ Tarlee ☐ Mintaro ☐ Leasingham ☐ Marrabel ☐ Waterloo
Locality (please specify):		Click here to enter text.		

4.2. Community Profile

Consult with the Community Services team to help identify profile data. Add additional columns if required.

	Insert Region/District/Town	Insert Region/District/Town	Insert Region/District/Town	Insert Region/District/Town
Population				
Age				
Cultural				
Health				

5. STAKEHOLDER ENGAGEMENT

5.1. Engagement Period

As a minimum Council is required to consult within a period being at least twenty-one (21) days from the date of a Notice. Project Manager should consider whether a longer engagement period is appropriate, depending on the scale/nature of the project.

Engagement will be conducted from [Click to enter a date.](#) to [Click to enter a date.](#)

5.2. Engagement Activities

The Council recognises that the level of consultation will vary depending on the Charter category, community interest in the topic, the number of persons potentially affected by the topic and the requirements for consultation set out in the Act for specific topics.

The following activities will be implemented (mandatory activities are checked).

Inform			
☒ Website	☐ Fact Sheet/FAQs	☐ Local Paper/Community Newsletter	☐ Mail out/Letter drop
☐ Media Release	☐ Social media	☐ Signage/Street Banner	☐ Media (Radio/TV)
☐ Other (please specify) Click here to enter text.			
Local			
☒ Website	☐ Fact Sheet/FAQs	☐ Local Paper/Community Newsletter	☐ Mail out/Letter drop
☐ Media Release	☐ Social media	☐ Signage/Street Banner	☐ Media (Radio/TV)
☐ Written Submissions	☐ Interview survey	☐ Phone and email enquiries	☐ Community forum/meeting
☐ Other (please specify) Click here to enter text.			
Standard			
☒ Website	☐ Fact Sheet/FAQs	☐ Local Paper/Community Newsletter	☐ Mail out/Letter drop
☐ Media Release	☐ Social media	☐ Signage/Street Banner	☐ Media (Radio/TV)

☐ Invite submissions	☐ Interview survey	☐ Phone and email enquiries	☐ Community forum/meeting
☐ Invitation to Council meeting	☐ Online mapping	☐ Library Member	☐ Community Drop In
☐ Community Pop Ups	☐ Door Knocking	☐ Focus groups	☐ Online survey
☐ Other (please specify) Click here to enter text.			
Significant – minimum 21 days			
☒ Website	☒ Local Paper	☒ Invitation to Council meeting	☒ Invite submissions
☒ Report presented to Council	☐ Social media	☐ Signage/Street Banner	☐ Media (Radio/TV)
☐ Media Release	☐ Interview survey	☐ Fact Sheet/FAQs	☐ Community forum/meeting
☐ Mail out/Letter drop	☐ Public meeting	☐ Facilitated Workshops	☐ Advisory Committee
☐ Polling	☐ Meetings by request	☐ Meetings face to face	☐ Co-Design workshop
☐ Project Reference Group	☐ Consensus Building	☐ Focus groups	☐ Online survey
☐ Other (please specify) Click here to enter text.			
Significant – Annual Business Plan and Rating Policy – minimum 21 days			
☒ Website	☒ Local Paper	☒ Public meeting	☒ Invite submissions
☒ Report presented to Council	☐ Social media	☐ Signage/Street Banner	☐ Media (Radio/TV)
☐ Fact Sheet/FAQs	☐ Mail out/Letter drop	☐ Media Release	☐ Community forum/meeting
☐ Polling	☐ Meetings by request	☐ Meetings face to face	☐ Facilitated Workshops
☐ Project Reference Group	☐ Advisory Committee	☐ Consensus Building	☐ Co-Design workshop
☐ Other (please specify) Click here to enter text.			

5.3. Stakeholder Analysis

Add/delete rows as required. Columns may be merged if required.

Stakeholder	Contact Details	Level of Interest/Concern	Area of Interest/Concern	Engagement Approach	Activity	Timeframe
Government Agencies						
Click here to enter text.	Click here to enter text.	☐ Low ☐ Medium ☐ High	Click here to enter text.	☐ Inform ☐ Consult ☐ Participate	List activity here from the items ticked above relevant to stakeholder	List date due
Click here to enter text.	Click here to enter text.	☐ Low ☐ Medium ☐ High	Click here to enter text.	☐ Inform ☐ Consult ☐ Participate	List activity here from the items ticked above relevant to stakeholder	List date due
Affected Communities						
Click here to enter text.	Click here to enter text.	☐ Low ☐ Medium ☐ High	Click here to enter text.	☐ Inform ☐ Consult ☐ Participate	List activity here from the items ticked above relevant to stakeholder	List date due
Click here to enter text.	Click here to enter text.	☐ Low ☐ Medium ☐ High	Click here to enter text.	☐ Inform ☐ Consult ☐ Participate	List activity here from the items ticked above relevant to stakeholder	List date due
First Nations						
Click here to enter text.	Click here to enter text.	☐ Low ☐ Medium ☐ High	Click here to enter text.	☐ Inform ☐ Consult ☐ Participate	List activity here from the items ticked above relevant to stakeholder	List date due
Click here to enter text.	Click here to enter text.	☐ Low ☐ Medium ☐ High	Click here to enter text.	☐ Inform ☐ Consult ☐ Participate	List activity here from the items ticked above relevant to stakeholder	List date due

Stakeholder	Contact Details	Level of Interest/Concern	Area of Interest/Concern	Engagement Approach	Activity	Timeframe
Youth						
Click here to enter text.	Click here to enter text.	☐ Low ☐ Medium ☐ High	Click here to enter text.	☐ Inform ☐ Consult ☐ Participate	List activity here from the items ticked above relevant to stakeholder	List date due
Click here to enter text.	Click here to enter text.	☐ Low ☐ Medium ☐ High	Click here to enter text.	☐ Inform ☐ Consult ☐ Participate	List activity here from the items ticked above relevant to stakeholder	List date due
Advocacy Groups						
Click here to enter text.	Click here to enter text.	☐ Low ☐ Medium ☐ High	Click here to enter text.	☐ Inform ☐ Consult ☐ Participate	List activity here from the items ticked above relevant to stakeholder	List date due
Click here to enter text.	Click here to enter text.	☐ Low ☐ Medium ☐ High	Click here to enter text.	☐ Inform ☐ Consult ☐ Participate	List activity here from the items ticked above relevant to stakeholder	List date due
Commercial Organisations						
Click here to enter text.	Click here to enter text.	☐ Low ☐ Medium ☐ High	Click here to enter text.	☐ Inform ☐ Consult ☐ Participate	List activity here from the items ticked above relevant to stakeholder	List date due
Click here to enter text.	Click here to enter text.	☐ Low ☐ Medium ☐ High	Click here to enter text.	☐ Inform ☐ Consult ☐ Participate	List activity here from the items ticked above relevant to stakeholder	List date due

Stakeholder	Contact Details	Level of Interest/Concern	Area of Interest/Concern	Engagement Approach	Activity	Timeframe
Internal Stakeholders						
Click here to enter text.	Click here to enter text.	☐ Low ☐ Medium ☐ High	Click here to enter text.	☐ Inform ☐ Consult ☐ Participate	List activity here from the items ticked above relevant to stakeholder	List date due
Click here to enter text.	Click here to enter text.	☐ Low ☐ Medium ☐ High	Click here to enter text.	☐ Inform ☐ Consult ☐ Participate	List activity here from the items ticked above relevant to stakeholder	List date due

6. BUDGET

Project Budget: \$ xxx.xx

Engagement Budget: \$ xxx.xx

Costs Breakdown

Items	Cost
i.e. Mailout, Posters, Fact Sheets	\$ xxx.xx
	\$ xxx.xx
	\$ xxx.xx
	\$ xxx.xx
	\$ xxx.xx
TOTAL	\$ xxx.xx

7. REPORTING AND EVALUATION

7.1. Reporting

Analysis of feedback will consider both quantitative (numbers, %, etc) and qualitative (comments) data.

A **What We Heard** report is to be prepared at the conclusion of the engagement. The report will summarise the following key points.

- Introduction and Background
- How the engagement was communicated.
- Engagement undertaken.
- Response rate.
- What we heard - Findings and Results.
- Conclusion.

The report will be presented to Council as part of the input to the decision-making process around the next stage or finalisation of the project.

7.2. Closing the Loop

Following consideration of the feedback and the initial intent of the project, Council will inform engagement participants of the outcome of the decision-making process.

The decision will be made available via:

- ☐ Report/Minutes of the Council meeting.
- ☐ 'What We Heard' report made available on Council's website (Project Page and News Item).
- ☐ Letter or email sent to all impacted community members and participants.
- ☐ Media Release.
- ☐ Other (Please specify): [Click here to enter text.](#)

7.3. Evaluation

At the conclusion of the community engagement, Council will assess the effectiveness of the engagement through an Evaluation Survey. The survey will be sent to affected communities and participants in the engagement strategy that have provided their contact details.

Feedback received will be reported to Council and used to assess the effectiveness and determine improvement in the community engagement process.

The evaluation should seek to assess the Appropriateness/Implementation of the process, and whether the engagement process reached the intended audience and how effective this was.

Director Sign Off: Date: [Click to enter a date.](#)



Project Title

COMMUNICATION PLAN

MONTH YEAR

1. PROJECT TITLE

Click here to enter text

INSTRUCTIONS

Please complete all sections of the template by ticking the relevant check boxes and inserting text, as required.

Once complete

- Convert **red text** to black other than headings.
- Delete all highlighted instructions.
- Delete this instruction box.

Project Manager: Click here to enter text

Project Sponsor: Click here to enter text

2. PROJECT SCOPE

Click here to enter text

3. ENGAGEMENT OBJECTIVE

To determine

Click here to enter text

4. KEY MESSAGING

The following key messages that underpin this communication plan are:

Click here to enter text

5. CONSULTATION PERIOD

As a minimum Council is required to consult within a period being at least twenty-one (21) days from the date of a Notice. Project Manager should consider whether a longer engagement period is appropriate, depending on the scale/nature of the project.

Consultation will be conducted from Click or tap to enter a date.>>Insert Date<< to Click or tap to enter a date.>>Insert Date<<.

6. COMMUNICATION PLAN

Communication Method	Yes No	Communication Format i.e. Letters, Brochures	Materials Required i.e. Letterhead, Graphics	Date	Responsible
Newspaper					
Radio					
Online					
Social media					
Phone					
Face to Face					

7. REPORTING

A **Submissions Summary** report will be prepared at the conclusion of the consultation. The report will summarise the following key points.

Submitter Name, Location

Submission# / Point #	Provision	Submission Point Summary	Decision Sought
##	List relevant Clause if applicable	Summary of the key points in their submission. Break down into key topics where possible.	Summary of the key changes/alterations sought.

Submission #	Response	Action
##	<i>What is Council's response.</i>	<i>What changes are proposed as a result of the submission.</i>

For example.

John Citizen, Clare

Submission#/Point #	Provision	Submission Point Summary	Decision Sought
1.1	Clause 1.1	Disagree with intent of wording	Amend Clause #
1.2	Clause 2.2	Opposes Clause # as this rule is overly restrictive	Deletion of Clause #

A report with all submissions provided as an attachment will be presented to Council as part of the input to the decision-making process around the next stage or finalisation of the project.

7.1. Closing the Loop

Following consideration of the feedback and the initial intent of the project, Council will inform the outcome of the decision-making process.

The decision will be made available via:

- ☐ Report/Minutes of the Council meeting.
- ☐ Media Release.
- ☐ Other (Please specify):

Director Sign Off: Date: