

Engaging Your Community

For councillors and managers wanting more effective community engagement | 1 day

Councillors and council managers will recognise their key roles in effectively engaging the community. They will understand community engagement in the context of the Integrated Planning and Reporting framework, and key guiding principles for building community engagement. A modified workshop can be designed/delivered for non-council managers.

Objectives

On completion of the training, participants will be able to:

- Build better community awareness and confidence in the Council, its processes and decisions
- Focus on honest, open, timely communication and consultation with all Council stakeholders
- Build meaningful partnerships with various community groups and the general community
- Remain well informed about local concerns and the possible impact of decisions on the community
- Work together with the community in a mutually supportive relationship, securing outcomes to ensure a socially, environmentally and economically sustainable future
- Work on achieving outcomes through consensus rather than adversarial processes
- Develop and implement communication strategies to inform residents, business, community groups and associations, and staff of developments in a timely, effective manner
- Ensure quality service and support social justice and advocacy for all the people of the community

Key Content

- The Community Strategic Plan and Delivery Program
- Community engagement
- Council roles and responsibilities
- Examples of good practice engagement strategies
- Feedback from Office of Local Government and other councils
- Ten principles for effective community consultation
- Consultation in building the Community Strategic Plan
- Guiding principles for engagement
- The five step process of community engagement

Participants say...

- Very topical/timely
- Very informative – helped clarify some issues for me
- Like the varied methods of presentation
- Achieved outcomes- Increased information gained
- Good discussion and practical exercises helped to explore understanding and information
- Good to deal with what is ahead with rate variation