

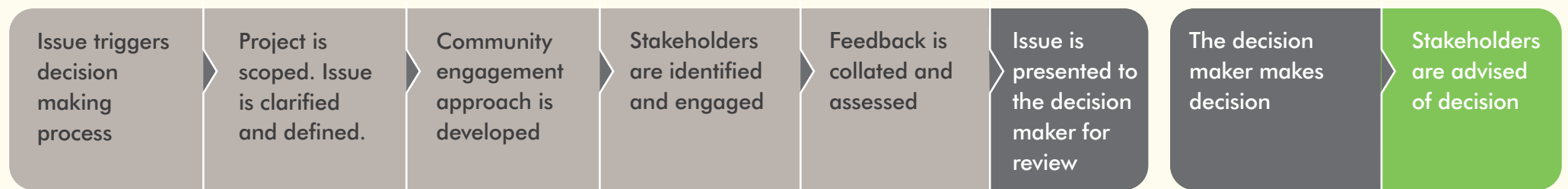
COMMUNITY ENGAGEMENT FRAMEWORK

We are committed to ensuring we provide clear and objective information and offer opportunities for people to participate in decision making that affects them

PRINCIPLES OF COMMUNITY ENGAGEMENT

1.Encourage participation in decision making	2. Increase representation in decision making	3. Seek new ways to engage our communities	4. Ensure decision makers consider feedback	5. Close the feedback loop with stakeholders
Be clear about our engagement objectives and how stakeholders can contribute to decision making. Consider the level of interest and complexity of each issue, and use relevant engagement techniques to support participation.	Consider the timing and range of our engagement activities to maximise opportunities for participation and hear a broad range of views and opinions. Strategically target key stakeholders to ensure the participation of traditionally underrepresented groups.	Introduce new engagement techniques where a need has been identified to complement traditional approaches. Go to places where people feel comfortable, taking time to build relationships and explore how people want to be engaged.	Ensure decision makers give consideration to stakeholder opinions, knowledge and expertise alongside other influences.	Recognise the importance of closing the engagement loop and communicate to stakeholders about how their participation contributed to decision making.

THE DECISION MAKING PROCESS



COMMUNITY ENGAGEMENT METHODS

INFORM	CONSULT	ACTIVE PARTICIPATION
<p>Provide information to assist understanding of how decisions will be/were made</p> <p>We will inform when</p> <ul style="list-style-type: none">a decision is made for legislative, financial environmental, or technical reasonsthere is no opportunity to influence the outcome <p>We will explain</p> <ul style="list-style-type: none">how the decision was madewhat's going to happenimpact of the decisionwhere further information can be found	<p>Obtain feedback on preferences when there are options available</p> <p>We will consult when</p> <ul style="list-style-type: none">input is required on concepts or designsthere are several options availablefinal decisions are being shapedissues and concerns are unclear <p>We will ask</p> <ul style="list-style-type: none">are there any ideas to improve this?which option is preferred?what would the impact be?	<p>Involve people and work together to understand all needs and concerns</p> <p>We will use active participation when</p> <ul style="list-style-type: none">we need community knowledge to influence the decisionthere is likely to be a high level of interestwe need stakeholders to talk with us and each other about complex issues <p>We will ask</p> <ul style="list-style-type: none">what would people like to see happen?what have we not considered or are not aware of?how should we proceed with this?

THE COMMUNITY ENGAGEMENT FRAMEWORK ALSO INCLUDES

Community engagement techniques	Community engagement tools and templates	Community education
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