CITY OF HOLDFAST BAY

Community Engagement

Council Policy

1. Purpose

The purpose of this policy is to ensure that Council meets its legislative obligations regarding public consultation by:

- Meeting the requirements set out in the *Local Government Act 1999* (the Act) and the Charter (the Charter)
- Using appropriate and resource effective engagement methods which are relevant to the specific circumstances of each decision, activity or process
- Providing for appropriate participation by the local community, key stakeholders and interested parties
- Consider feedback received to enhance decision making
- Providing information on the reasons for decision or actions of Council, where reasonable and appropriate.

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.

2. Scope

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.

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.

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.

3. Roles and Responsibilities

Council Members	<u>Encourage participation</u> Support the promotion of engagement opportunities and encourage community members to actively participate in council's decision-making processes. <u>Consider feedback</u> Consider community feedback provided through official engagement processes alongside other influences on decision making (e.g. legislation, policy, resources, expert advice, previous decisions).

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Administration	<u>Plan and deliver engagements</u> Ensure engagement activities align with legislation and this policy. <u>Present feedback</u> Provide decision makers with clear, unbiased summaries of engagement outcomes, outlining how community views have informed any recommendation(s).
Community Members	<u>Participate in the engagement process</u> Participate in engagement opportunities in ways that suit their needs, noting that community views are one of several influences considered in Council's decision making. <u>Provide local knowledge and lived experience</u> Relevant to Council's decision-making process: • Share local insights, experiences, stories and perspectives to support shared understanding. • Provide feedback, ideas, support or sentiment to inform Council's consideration of options, impacts and potential outcomes.
Manager Communications & Engagement	• Maintaining and reviewing the Policy and any related procedures. • Supporting implementation and application of the Policy.

4. Policy Statement

Council is committed to open, accountable, and responsive decision making, which is informed by effective communication and engagement between Council and the community.

Including communities in decision-making processes is important to the successful development of appropriate and informed decisions and policies by Council.

Section 50A of 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 Charter.

The preparation and adoption of this policy fulfil the Council's obligations to prepare and adopt a policy under section 50(A) of the Act. The following principles in the Charter have been considered in the preparation of this policy:

- members of the community 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 council
- participation methods should be appropriate having regard to the significance and likely impact of proposed decisions, activities and processes
- 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.

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

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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.

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.

Council may, from time to time, alter or substitute this policy, following public consultation.

5. Public Consultation Categories

The Charter addresses minimum mandatory community engagement activities for matters where the Act requires public consultation to be undertaken.

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

Significant – Annual Business Plan and Rating Policy	
Matter	**Act Section Reference**
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)

Significant	
Matter	**Act Section Reference**
Representation reviews	section 12(7)
Development and review of Strategic Management Plans	section 122(6)
Changes to use of differential rating	section 156(4a)(a) (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)

Standard	
Matter	**Act Section Reference**
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)

DRAFT

Power to make orders	section 259(2)(b)

Local	
Matter	**Act Section Reference**
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)

Inform	
Matter	**Act Section Reference**
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 Attachment 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.

The Local Government Act 1999 also prescribes specific consultation requirements for the following sections of the Act which are not referenced within the Charter. Council will comply with those legislative obligations as a minimum. These include, but are not limited to:

Matter	**Act Section Reference**
Status of a council / change of names	section 13
By-laws	section 249
Stormwater Management Plans	schedule 1A, Clause 16(2)(c)*

*Council will undertake the engagement process specifically by any Stormwater Management Authority Guidelines when acting under Division 3 of Schedule 1A of the Act.

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6. Other Decisions, Activities and Processes

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.

Council regularly undertakes 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.

For the avoidance of doubt, there is no obligation on the Council to undertake any additional or discretionary consultation outside of the requirements of the Act and Charter.

7. Delegation

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

- Council, by resolution
- the CEO
- a delegate with the power to undertake community engagement under the Act, the Charter or this policy
- 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.

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.

8. Definitions

Key term or acronym	Definition
Act	*Local Government Act 1999.*
Community	A general term for the people who live, work, study, own property, conduct private or government business, visit or use the services, facilities and public spaces and places of the City of Holdfast Bay. The community are often referred to as 'stakeholders' in the affairs of Council. 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).
Community engagement	The process of seeking input or feedback from the community regarding a decision that may affect them. This includes any activity where council provides information on a decision or invites comment on a matter. For the purpose of this policy, community engagement and public consultation are one and the same.
Charter	The Minister for Local Government's Community Engagement Charter published in the South Australia Government Gazette on 11 December 2025.
Community Engagement Policy	A policy required under section 50 of the Act, which sets out how

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	council must engage with the community when required by legislation.
Public consultation	See Community engagement.
Stakeholder	An individual, group, or organisation with an interest in, or who may be affected by, a decision made or under consideration by Council.

Administration Use Only

Reference Number:	TBA
Strategic Alignment:	
Strategic Risk:	
Responsible Officer(s):	General Manager, Strategy and Corporate Manager Communications & Engagement
Approval Date and Council Resolution Number:	TBA
Approval History (Council), including GM approval:	22/06/2010, 14/06/2022
Review Cycle:	Three years
Applicable Legislation:	*Local Government Act 1999*
Related Policies:	
Other Reference Documents:	Organisational Community Engagement Procedure

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Attachment one - Charter Engagement Requirements

Council will comply with the minimum mandatory public consultation requirements for each category of matters set out in the Charter as detailed below.

Charter requirement	Mandatory minimum actions to achieve Charter requirement	Charter Category				
		Significant ABP 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			

DRAFT

Charter requirement	Mandatory minimum actions to achieve Charter requirement	Charter Category				
		Significant ABP 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.				X	

DRAFT

Charter requirement	Mandatory minimum actions to achieve Charter requirement	Charter Category				
		Significant ABP and Rating Policy	Significant	Standard	Local	Inform
	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.					
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	Provide information to the local community that may be directly affected by the Council decision or action.					X

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COUNCIL COMMUNITY CONSULTATION AND ENGAGEMENT POLICY

Trim Container	FOL/17/1049
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	C280420/1888
Next Review:	16/06/2023
Responsible Officer	Manager Communication & Engagement

1. PREAMBLE

The City of Holdfast Bay is committed to open, accountable and responsive decision making, which is informed by effective communication and consultation between the council and the community.

1.1 Background

Community engagement, critical in the successful development of sustainable policies and decisions in government, the private sector and the community, is also critical in the ongoing planning, implementation, evaluation and decision making processes of Council services and the management of community resources.

Community consultation supports our Value of Engaging with, developing and recognising the valuable contribution of members of our community to the well-being of our City.

1.2 Purpose

1.2.1 The objectives of this Policy are to:

a. Promote positive relations between the Council and the community.
b. Guide effective engagement between the Council and the community.
c. Enable the community to be informed about and participate in Council planning and decision making.
d. Provide the framework for appropriately structured, targeted and delivered community engagement as part of Council's decision making.
e. Support Council decision making which is open, transparent, responsive, inclusive and accountable to the community.

1.3 Scope

Policy applies to Elected Members, employees, contractors and agents or consultants acting on behalf of Council.

1.4 Definitions

Act means the *Local Government Act 1999*.

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Community means all people who, own property, live, work, study or conduct business in, or who visit, use or enjoy the services, facilities and public places of the City of Holdfast Bay.

Community Engagement means 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.

Consultation means two way communications designed to obtain public feedback about ideas on rationale, alternatives and proposals to inform decision making.

Council means the City of Holdfast Bay.

Policy means this Community Consultation & Engagement Policy.

Regulations means the Local Government (General) Regulations 2013.

1.5 Strategic Reference

Community: Fostering an engaged and contributing community.

2. PRINCIPLES

2.1 The City of Holdfast Bay is committed to effective, ongoing and timely community engagement as an integral part of local governance and key decision making.

2.2 Council will be proactive in informing and seeking the views of its community, taking into account the specific needs of different sections of the community, ensuring appropriate strategies, including digital engagement, are developed to maximise the opportunities for participation of all members of the community.

2.3 Council will be honest about the degree of influence the community is able to exercise in any particular community engagement event or process.

a. Council acknowledges that different sections of the community will have different levels of interest in an individual issue and will tailor its engagement strategies accordingly.
b. Council's desire to engage the community will be balanced with other influences such as budgetary constraints.
c. Council will define the parameters of the community engagement

process for each specific topic, in line with legislative requirements and best practice, and will use community engagement techniques selected to fulfil the "promise" of the defined engagement process.

2.4 Council will incorporate the principles of the International Association for Public Participation (IAP2) in all of its community engagement practices, both in those

areas affected by legislation and in those areas where employees or Council have determined, as a matter of good practice, to consult with the community.

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2.5 For the purpose of this policy the following promises apply:

a. Inform – One way communication providing balanced and objective information to assist understanding about something that is going to happen

b. Consult – two way communications designed to obtain public feedback about ideas on rationale, alternatives and proposals to inform decision making – Council will listen and acknowledge concerns and aspirations and provide feedback.

c. Involve – participatory process designed to help identify issues and views to ensure that concerns and aspirations are understood and considered prior to decision making – Council will work with the community to ensure that its concerns and aspirations are directly reflected in the alternatives developed.

d. Collaborate – working together to develop understanding of all issues and interests to work out alternatives and identify preferred solutions – Council will look to the community for direct advice and innovation in formulating solutions.

2.6 Where required by the Local Government Act, or any other Act, Council will at all times meet at least the minimum requirements for public consultation as identified in the Act.

2.7 When consultation is legislative, there will be a publication in a newspaper circulating within the area of the council and on the Council's website of a notice describing the matter under consideration and inviting interested persons to make submissions in relation to the matter within a period stated in the notice. This period must be consistent with at least the minimum period of time as stated in the relevant section of the Act.

2.8. For the purposes of determining the period of public consultation, the time between the 15 December and the 15 January inclusive in any year, will not be counted when determining the consultation period; and

2.9 The Council will consider any submissions received from the public during a consultation period.

3. REFERENCES

3.1 Legislation

- *Local Government Act 1999.*

3.2 Other References

- Local Government Association (SA) Community Engagement Handbook – a Model Framework for Leading Practice in Local Government in South Australia. (2008)
- Community Consultation and Engagement Procedure.

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