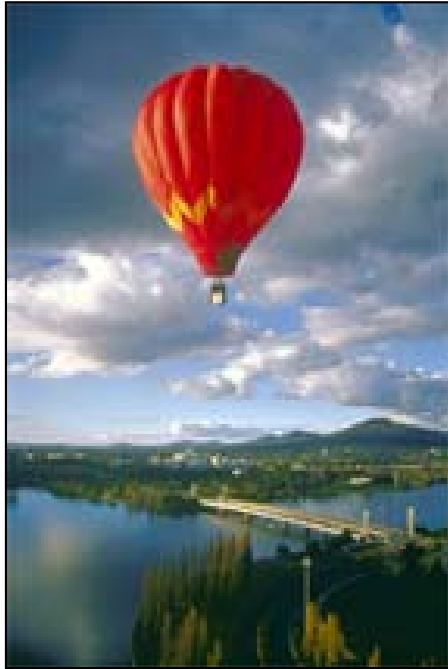


# Community Engagement in the ACT

**Michelle Callen**

Multicultural Affairs and Community Engagement  
Department of Disability, Housing and Community  
Services

# Community Engagement in the ACT



ACT Government



dhcs | ACT

department of  
disability, housing &  
community services

# The Consultation Protocol and Manual - 2000

## **Positive aspects:**

- six weeks recommended minimum timeframe for consultation exercise
- avoiding consulting over the Christmas/New Year break
- the provision of tools that were helpful resources for planning consultation.

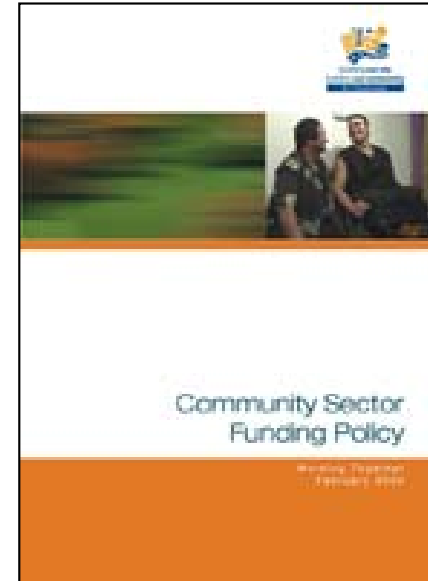
# The move to “partnership”

2001 election of the  
ACT Labor government.



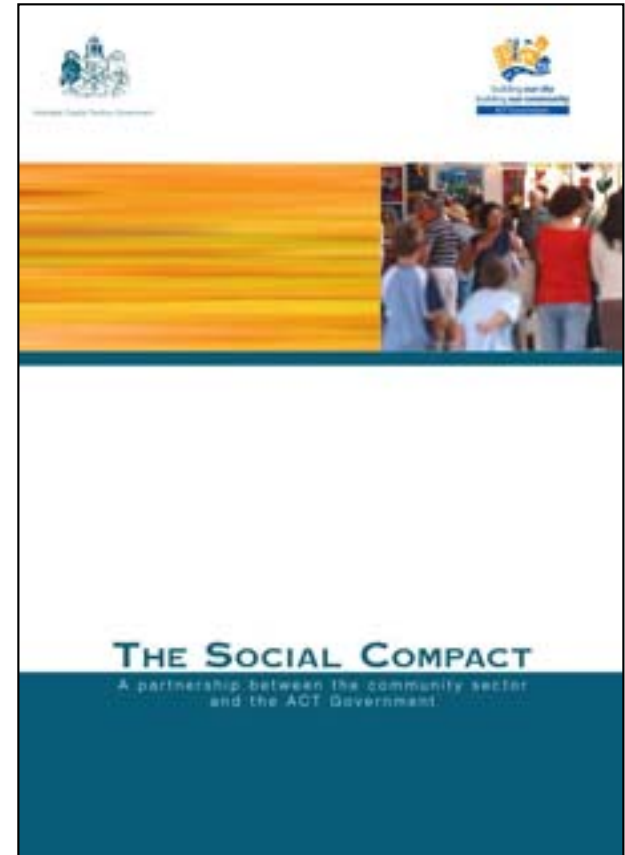
A commitment is made to move away from the  
traditional Purchaser/Provider model of service  
funding.

The government adopts a ‘partnership’ model  
as the guiding force in community/government  
relations.



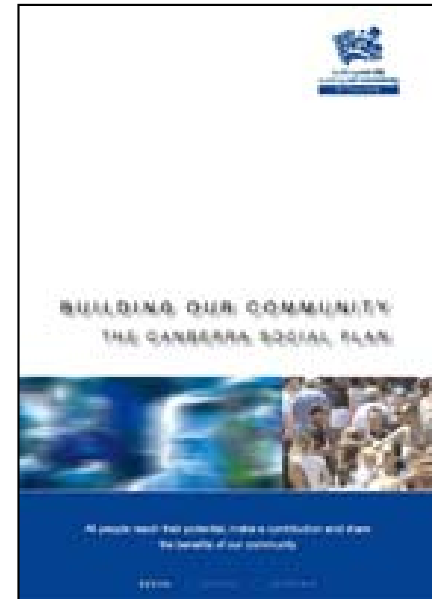
# The Social Compact

A partnership between the  
community sector and  
the ACT Government



# The Social Plan

Seven social priorities to guide the ACT Government's decision-making on social policy for the next 10-15 years



# Community Engagement Initiative

## **Community Engagement Working Group:**

Representatives from each of the nine ACT Government agencies, plus 15 community sector representatives from a range of peak community organisations – social, environment, planning and health



# A fresh look at engagement

- Focus group sessions
- Surveys of ACT Government staff involved in consultation exercises
- One-on-one meetings key stakeholders from the community, volunteer and business sectors
- Workshops to 'road test' the draft Community Engagement Manual with government staff.



# Four Products



Community and Government  
working together

# Changing the prevailing culture

The Community Engagement Initiative aims to:

- create a greater sense of collaborative partnership
- generate a focus on quality rather than quantity of engagement
- foster greater participation by departmental staff
- encourage more selective use of consultants.

As part of achieving this cultural change, agencies are being required to:

- include community engagement principles and practices in their agency's strategic Plans for 2005/06 onwards
- identify officer(s) to act as a contact point in their agency on community engagement
- provide a summary of their engagement activities every six months to go up on the Community Engagement website.

# Examples of Engagement in the ACT



dhcs | ACT

department  
disability, &  
communit

# Ministerial Council on the Ageing

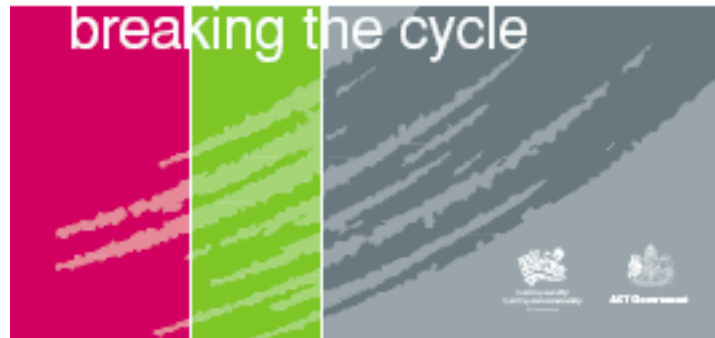
- Established in 2002
- Membership/representation
- 2003 – Development and publication of a Strategic Plan for 2003–05
- Key achievements.

# Park Care



'Working Bee' photo (credit: Waltraud Pix, Friends of Mt Majura) taken at Friends of Mt Majura activities

# ACT Homelessness Strategy



# ACT Department of Urban Services (Municipal Services Engagement )

ACT NOWaste - No Waste by 2010 - Microsoft Internet Explorer provided by the ACT Government.

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media

Address <http://www.nowaste.act.gov.au/strategy/implementingthenowastestrategy.html> Go Links

Text Only ACT Government Directory | eMove | Contact Us | Feedback | Site Map | Advanced Search

Search  GO

Home > Implementing the No Waste Strategy

**No WASTE BY 2010**

**The Strategy**

A Waste Management Strategy for Canberra

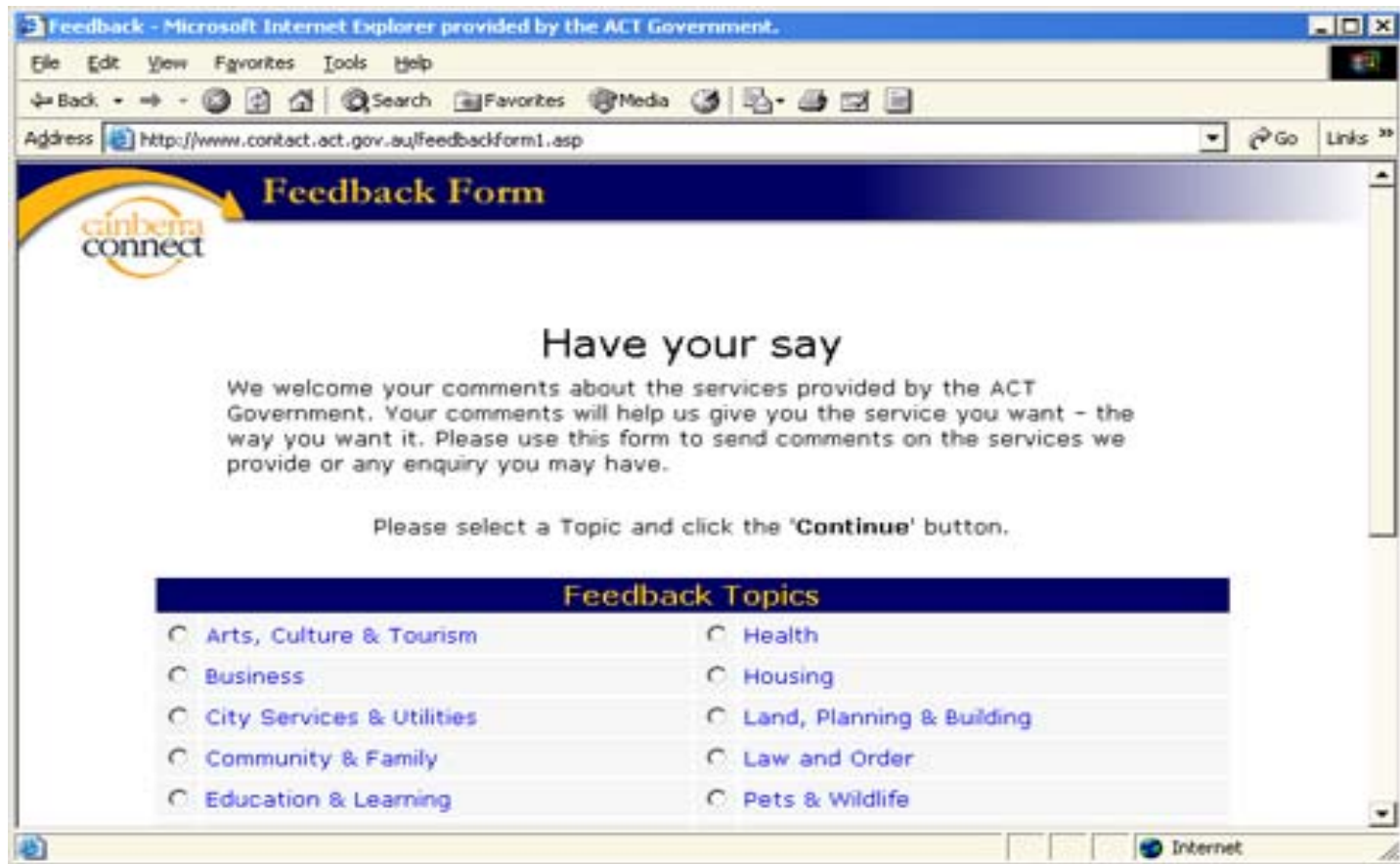
- ▶ [Statistics](#)
- ▶ [Initiatives of the Strategy](#)

The ACT was the first government in the world to set a goal of achieving NO WASTE going to landfill. Launched in 1996, the Waste Management Strategy for Canberra has been developed to set the vision and future directions for waste management in the Australian Capital Territory. The [No Waste by 2010 - A Waste Management Strategy for Canberra](#) (PDF) is a result of extensive community consultation which has identified a strong desire to achieve a waste free society by 2010.

This means all sectors of the Canberra community working to reduce the amount of waste that they produce and for waste to be viewed as a resource, rather than garbage to be thrown into a

Internet

# Canberra Connect – Have Your Say




The screenshot shows a Microsoft Internet Explorer browser window. The title bar reads "Feedback - Microsoft Internet Explorer provided by the ACT Government." The address bar shows the URL "http://www.contact.act.gov.au/feedbackform1.asp". The page content includes the "canberra connect" logo, a "Feedback Form" header, and a "Have your say" section. Below this is a paragraph of text and a list of "Feedback Topics" with radio buttons.

Feedback - Microsoft Internet Explorer provided by the ACT Government.

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Media Print Mail

Address http://www.contact.act.gov.au/feedbackform1.asp Go Links

 **Feedback Form**

## Have your say

We welcome your comments about the services provided by the ACT Government. Your comments will help us give you the service you want - the way you want it. Please use this form to send comments on the services we provide or any enquiry you may have.

Please select a Topic and click the 'Continue' button.

### Feedback Topics

<input type="radio"/> Arts, Culture & Tourism	<input type="radio"/> Health
<input type="radio"/> Business	<input type="radio"/> Housing
<input type="radio"/> City Services & Utilities	<input type="radio"/> Land, Planning & Building
<input type="radio"/> Community & Family	<input type="radio"/> Law and Order
<input type="radio"/> Education & Learning	<input type="radio"/> Pets & Wildlife

Internet

# Communities Online

The screenshot shows the Communities Online website in a Microsoft Internet Explorer browser window. The browser's address bar displays "Communities Online - Welcome - Microsoft Internet Explorer provided by the ACT Government." The website's header features the "Communities online" logo and the tagline "Stay in the loop in the ACT and Region". A search bar is located in the top right corner, with a "Power Search" button and a link to "Events / Groups". Below the header is a navigation menu with links for "Home", "Notify Me About...", "Send to a Friend", "A to Z of Groups", "Related Sites", and "Help".

The main content area is divided into two columns. The left column, titled "Groups", contains links for "Register Your Group", "Login (Registered groups only)", "How to get groups and events on Communities Online", "Can't find your group here?", "How to update your out-of-date information", and "The Fine Print". At the bottom of this column is a logo for "About COMMUNITIES".

The right column features a "What's On:" section with a date selector (Today, Tomorrow, This Weekend, Next 7 Days, Next Weekend, Choose Dates) and a list of event categories with their respective counts: Major Events (8), Culture and Interests (91), Education, Children (337), Entertainment (535), Getting or Providing Help (409), Health and Wellbeing (364), Holidays, Tourism, Special Days (331), Markets, Fairs (126), Plants, Animals, Environment (145), Sports, Recreation (375), Women, Men, Ethnic, Indigenous (119), Your Community (294), and Your Say (88). Below this is a "Bottom of Page" link.

The main heading "Communities Online - Welcome" is followed by a "What's on:" section with links for Today, Tomorrow, This Weekend, and Major Events. Below this are links for "What's On Weekly Events Samples", "Tips for adding events for Communities Online registered users", and "Community Link to Canberra Connect Services". A paragraph states: "Community groups and organisations in the ACT and region are encouraged to use Communities Online". At the bottom of the main content area is a "Top of Page" link.

The browser's status bar at the bottom shows "Internet".

# Community Engagement in the ACT

## Contact us

Nic Manikis      ph. 02-6205 0522

Kathryn Maxwell      ph. 02-6205 0240

Liz Buckley      ph. 02-6207 6041