

# Queensland Local Government and Community Engagement

A presentation to the  
United Nations Conference by the  
LGAQ and Cairns City Council



# This workshop will explore how we are undertaking a 'new way of doing business'

We would like to acknowledge our partners: International Association of Public Participation (IAP2), Queensland Government, Twyford Consulting, Queensland councils.



# Your presenters

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Local Government Association of Queensland

**Dalitta Ash**

Community Engagement Project Officer

Cairns City Council

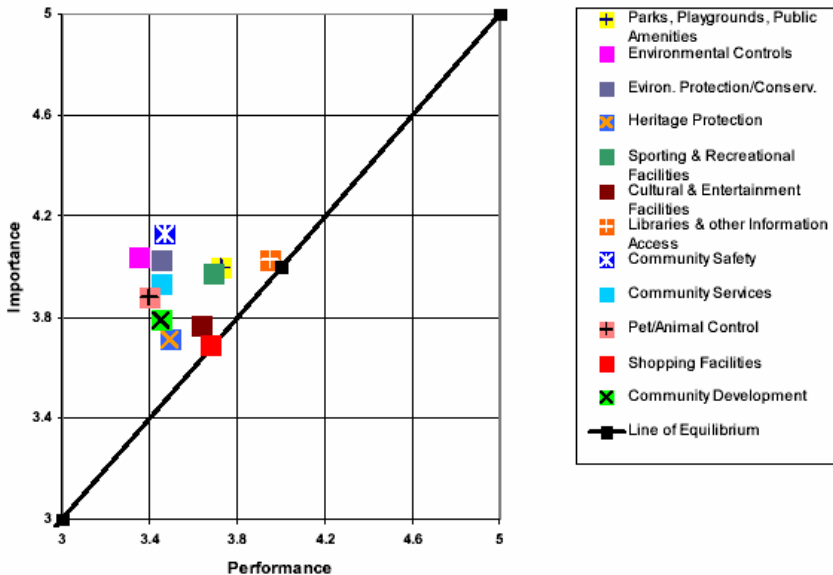


# Why?

- Local governance agenda
- Legislative requirements
- Putnam's visit 2001
- '*What Makes Communities Tick?*' Social Capital Action Research project 2003-04.
- Community attitude surveys
- Councils in action -wanting the *how?*



## 2.2: Community Lifestyle Services - 2003





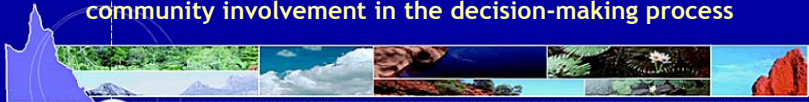
# LGAQ Policy Position

## 2.3 COMMUNITY ENGAGEMENT

2.3.1.1 Local Government recognises that community engagement is vital to the democratic process and contributes to building balanced healthy communities.

2.3.1.2 Local Government understands community engagement contains the core elements of information, consultation and participation.

2.3.1.3 Local Government will apply the core elements of community engagement, where appropriate, to facilitate meaningful community involvement in the decision-making process



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### **Information:**

To provide the public with balanced and objective information on decisions, policies, plans and strategies.

### **Consultation:**

To obtain public feedback on analysis and alternatives to inform a decision.

### **Participation:**

Is made up of several parts...

**Involvement:** To work directly with the public so that community concerns are consistently understood and considered

**Collaboration:** To partner with the public in each aspect of the decision process - including the development of alternatives and a solution

**Empowerment/delegate:** To place a final decision in the hands of the community.



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# IAP2 Public Participation Spectrum

Developed by the International Association for Public Participation

INCREASING LEVEL OF PUBLIC IMPACT

INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
<b>Public Participation Goal:</b> To provide the public with balanced and objective information to assist them in understanding the problems, alternatives and/or solutions.	<b>Public Participation Goal:</b> To obtain public feedback on analysis, alternatives and/or decisions.	<b>Public Participation Goal:</b> To work directly with the public throughout the process to ensure that public issues and concerns are consistently understood and considered.	<b>Public Participation Goal:</b> To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	<b>Public Participation Goal:</b> To place final decision-making in the hands of the public.
<b>Promise to the Public:</b> We will keep You informed.	<b>Promise to the Public:</b> We will keep you informed, listen to and acknowledge concerns and provide feedback on how public input influenced the decision.	<b>Promise to the Public:</b> We will work with you to ensure that your concerns and issues are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	<b>Promise to the Public:</b> We will look to you for direct advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	<b>Promise to the Public:</b> We will implement what you decide.
<b>Example Tools:</b> <ul style="list-style-type: none"> <li>● Fact sheets</li> <li>● Web Sites</li> <li>● Open houses</li> </ul>	<b>Example Tools:</b> <ul style="list-style-type: none"> <li>● Public comment</li> <li>● Focus groups</li> <li>● Surveys</li> <li>● Public meetings</li> </ul>	<b>Example Tools:</b> <ul style="list-style-type: none"> <li>● Workshops</li> <li>● Deliberate polling</li> </ul>	<b>Example Tools:</b> <ul style="list-style-type: none"> <li>● Citizen Advisory Committees</li> <li>● Consensus-building</li> <li>● Participatory decision-making</li> </ul>	<b>Example Tools:</b> <ul style="list-style-type: none"> <li>● Citizen juries</li> <li>● Ballots</li> <li>● Delegated decisions</li> </ul>

# Key messages

- Identify purpose
- Scope issue - clear messages
- Determine level of community influence
- **PLAN!!**



# Key message to elected members

- IT IS NOT about giving away power
- IT IS about making best quality decisions
- IT IS NOT about doing more
- IT IS about being genuine.



# Training

Nearly 300 have attended CE Workshops

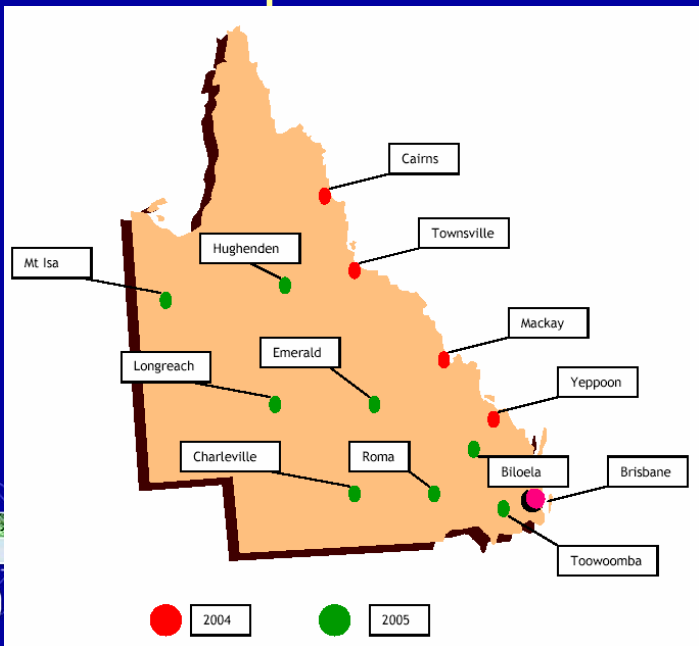
- Cross-council
- State government
- Peak bodies/community



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# Our place



# Key Components of CE Plan

1. Scope of decision/issue/opportunity
2. Brief history
3. List of key stakeholders and analysis
4. Level on the IAP2 Spectrum
5. Community engagement goal and promise
6. Objectives to be achieved at each step
7. Ways to measure achievement of objectives
8. Techniques selected to achieve objectives
9. Resources available for community engagement
10. Timing of information and engagement activities
11. Roles and responsibilities for activities
12. Evaluation plan



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# Guiding Team - multidisciplinary

- CEOs
- Elected members
- Officers
- **State government:** DLGP, Communities, Main Roads
- **Peak associations:** Engineers, Planners, LG Managers, Accountants



# Champions

Is a fellow practitioner from another council

- Training role
- Tips and case studies
- Peer selection.



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# Website

- [www.lgaq.asn.au](http://www.lgaq.asn.au)
- Lives in GOVERNANCE
- Tools, case studies, examples plans, techniques (ranked along spectrum).



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# Internal audit

- Get your own house in order
- Rank ourselves along spectrum



# What needs to be in place to make it work?

- Understand why you are doing it
- Organisational commitment/Leadership
- Know your community
- Relationships/partnerships
- A plan.





## Engaging the Community: A two-way street



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## Engaging the Community: A two-way street

- Cairns City Council adopted its Community Engagement General Policy on 28 July 2005
- Community Engagement Program borrows LGAQ definition and IAP2 Spectrum.



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## Engaging the Community: A two-way street

Council has agreed to engage the community on a number of issues including:

- policy development, implementation and application
- local law development, implementation and application
- planning scheme development, implementation and application
- ongoing delivery of council services and operation of council facilities
- capital works projects
- community planning/identification of community needs
- organisational planning
- communication of council's vision, goals and objectives for the community
- public reporting of council decisions
- public reporting of council's performance
- transaction of council business.



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Engaging the Community: A two-way street

**DROP IN  
FOR A CHAT**

at

**MT SHERIDAN  
SHOPPING PLAZA**

**SATURDAY, 9 JULY**

**9.00am – 2.00pm**

*See you there!*



**CAIRNS  
CITY COUNCIL**

**\*ASK  
QUESTIONS.**

**\*Learn  
about local  
issues  
affecting  
YOU!**

**\*Learn  
about  
Council's  
services  
and  
facilities.**

# The projects.... so far

- Cat Management Program
- Gordonvale Water Tower
- Esplanade North Parklands
- Barron Valley Library
- Public meetings
- Shopping Centre Drop Ins
- Workshops



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# Where to from here.....

- Community Engagement Strategy 50% complete
- Community Engagement tool kit 25%
- Training program for staff
- Final report
- Future of Community Engagement Unit.



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# For further information

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