

Community Engagement Promise



We're committed to working with you to create a city that you're proud to live and work in. Our promise describes what you can expect of us when council conducts community engagement.

What you can expect of us

We will encourage participation by:

- inspiring the community to participate in council decision making
- talking with the community as early as possible
- being visible in the community, coming to where you live, work and play
- making information accessible and easy to understand
- responding to queries, concerns and feedback in a timely manner
- seeking balanced participation between economic, environmental, social and cultural considerations.

We will share information, listen and understand by:

- communicating openly and honestly
- learning about your views and needs
- respecting different opinions
- being honest about what's driving our priorities, what we can and can't do, our timelines and why decisions are made
- being responsive to the lived experience, interests and aspirations of individuals and groups within our community.

We will take action by:

- being consistent in the way we approach decisions
- keeping our community informed about the outcomes of projects
- ensuring that if our plans change, we will let you know when this happens and why
- ensuring our approach complies with the Local Government Act and any other laws, policies and procedures
- ensuring community engagement is considered along with other factors in the decision-making process.

How we measure

We will know things are working when:

- you tell us we have communicated openly and honestly
- you feel included and part of the decision-making process
- you trust us to work in the best interests of the community
- you feel we've heard and understood your point of view
- you know how to get involved, how to get in touch with us and how we can help.