

# **Reconciliation Action *Plan***

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**Manager Community Connections**



# Agenda



1. Background
2. The process
3. Who has been involved
4. The artwork
5. Draft RAP document
6. Consultation

# Background brief

- Since 2006, Reconciliation Action Plans (RAPs) have enabled organisations to sustainably and strategically take meaningful action to advance reconciliation.
- Based around the core pillars of **relationships**, **respect** and **opportunities**, RAPs provide tangible and substantive benefits for Aboriginal and Torres Strait Islander peoples, increasing economic equity and supporting First Nations people's self-determination.



# The RAP *Framework*



## **Reflect**

**12 to 18 mths**

Building strong  
foundations



## **Innovate**

**2 years**

Implementing  
change



## **Stretch**

**2 to 3 years**

Reconciliation  
leadership

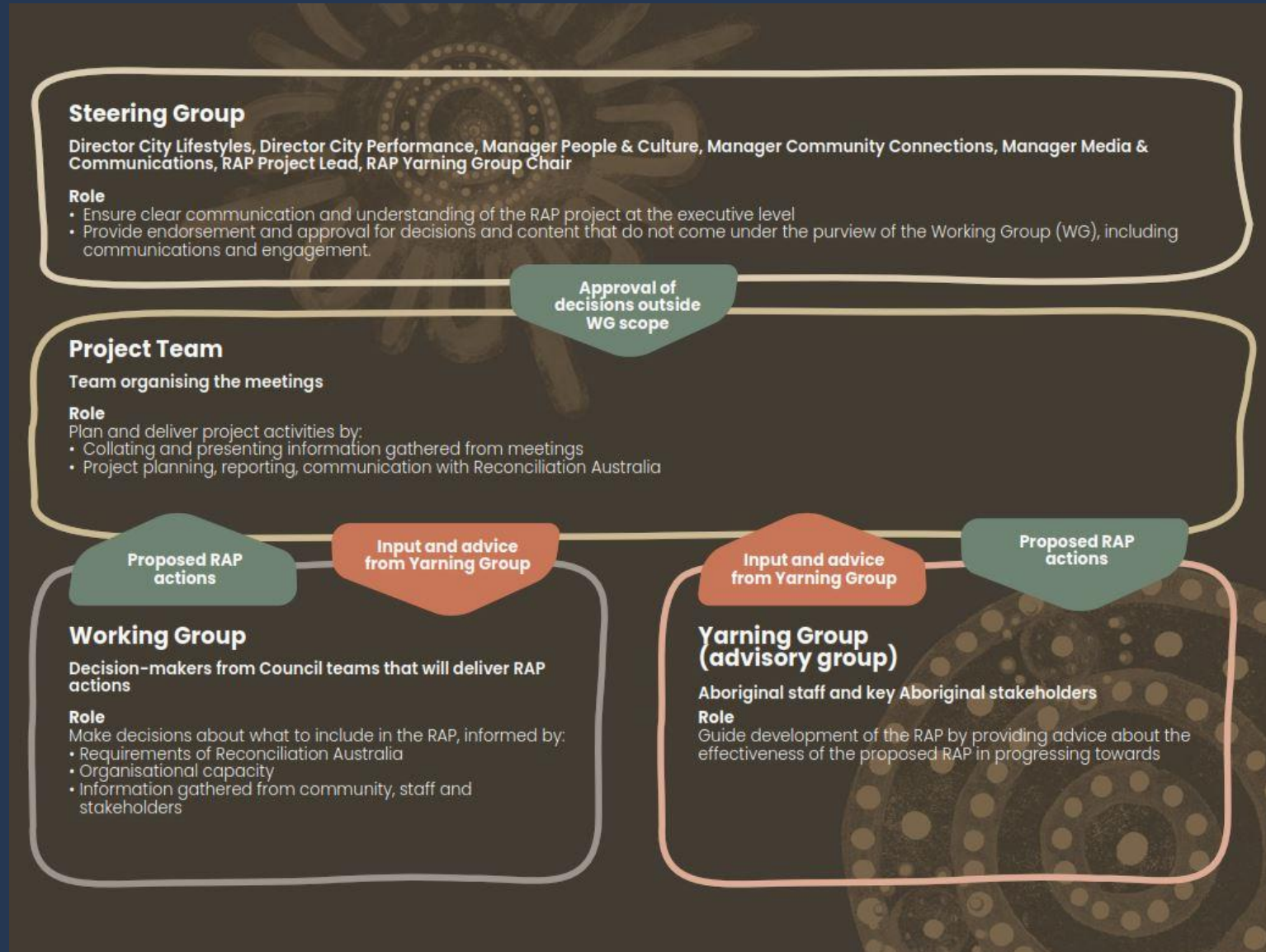


## **Elevate**

Transformational  
change



# The Process



# Forty-Nine *Deliverables*



Relationships



Respect



Opportunities



Governance

- 32 are mandatory and required for our RAP to be endorsed by Reconciliation Australia
- 17 have been identified by staff, through staff workshops, working group and yarning groups meetings.







# Community Engagement Strategy and *Framework*

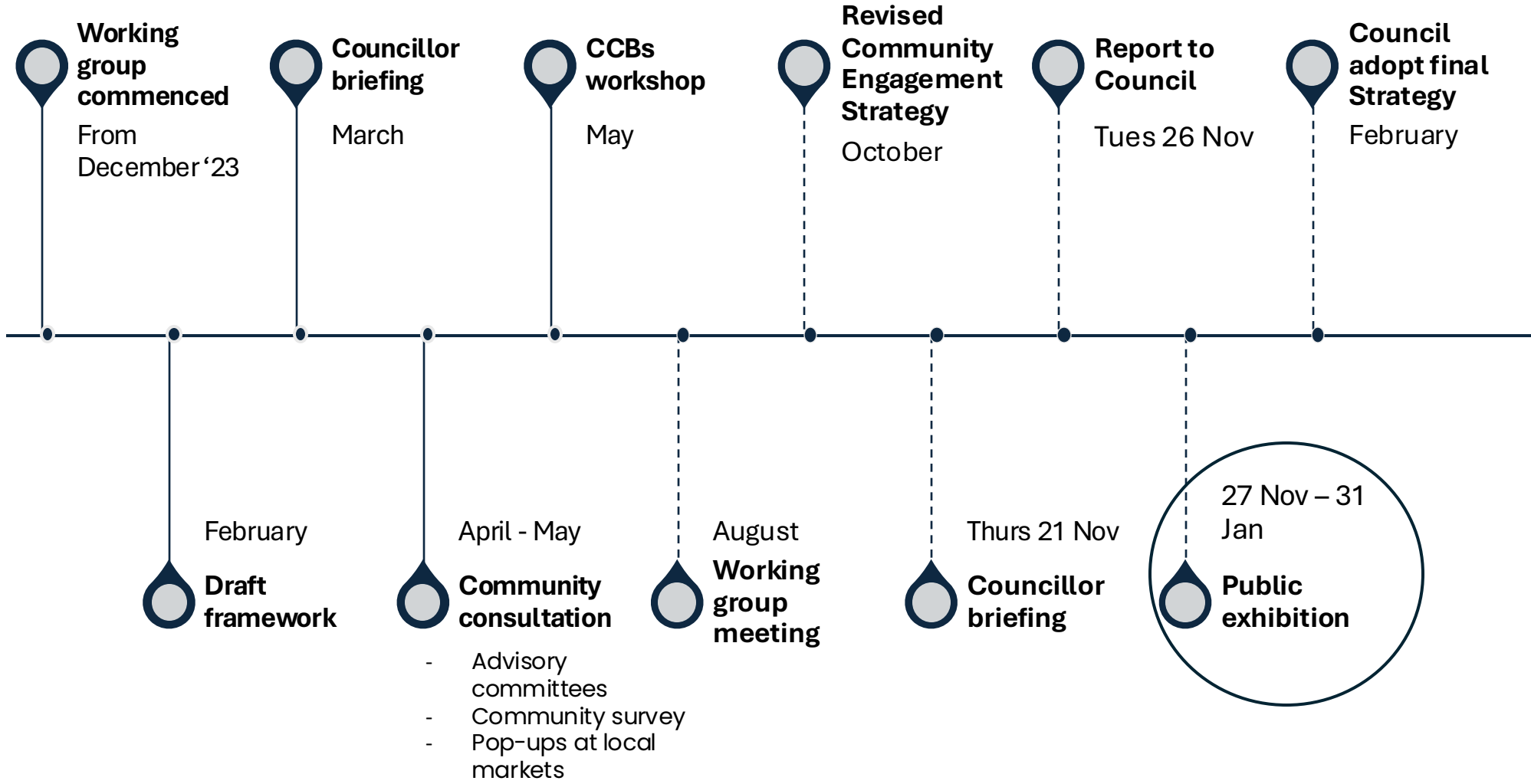
**Alix Gillett**

**Coordinator Marketing and Community Engagement**





# Timeline





# Consultation overview

**509**  
responses

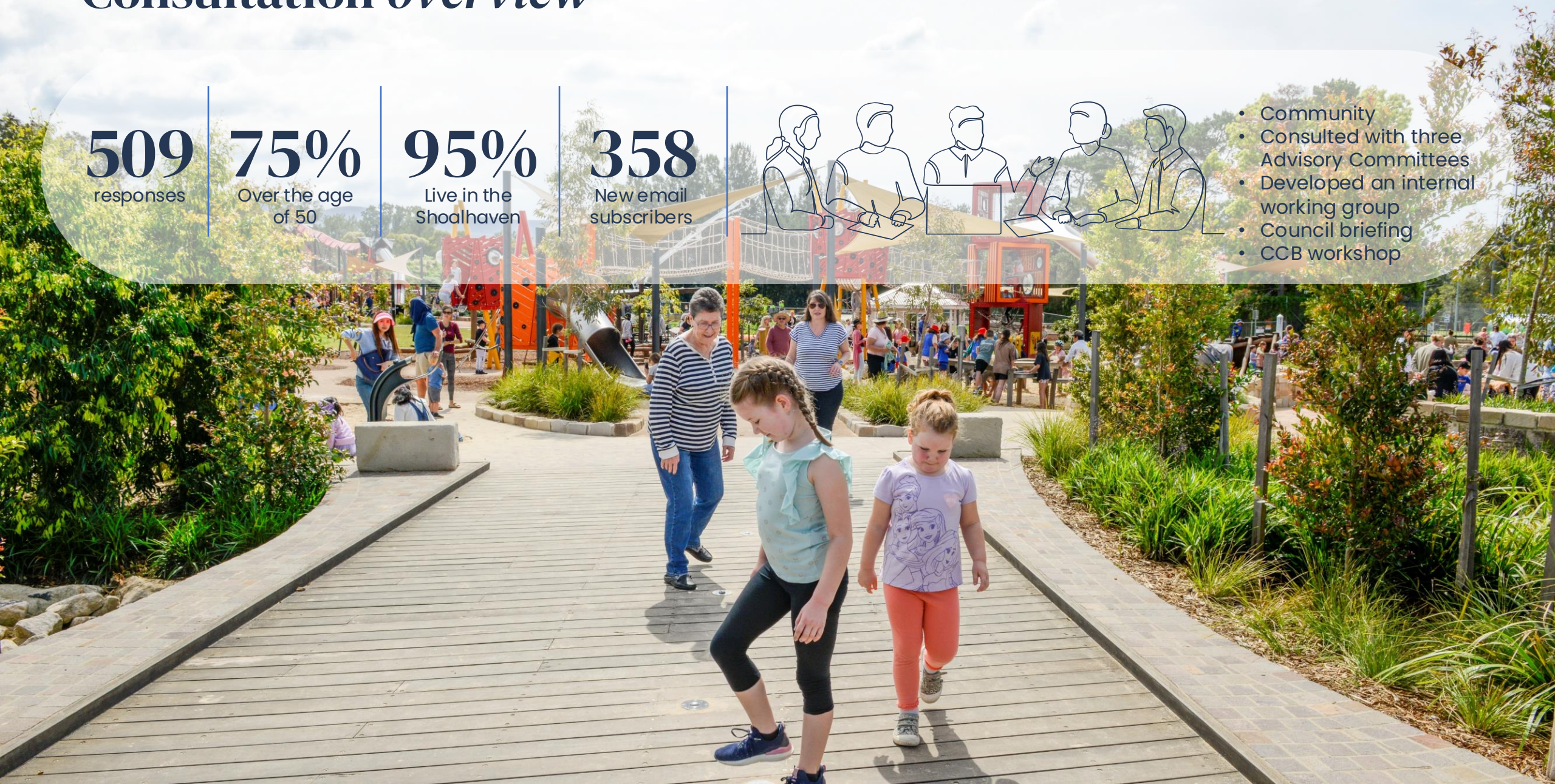
**75%**  
Over the age  
of 50

**95%**  
Live in the  
Shoalhaven

**358**  
New email  
subscribers



- Community
- Consulted with three Advisory Committees
- Developed an internal working group
- Council briefing
- CCB workshop





# What we heard



## Top topic

Local development planning  
and construction projects



## Older people

*Hear* from us via rates notice and CCBs  
*Engage* by emailing council directly



## Young people

*Hear* from us via social media and  
school channels  
*Engage* during school hours



## Aboriginal Community

*Engage* with them first  
*Visit* Aboriginal groups or events  
*Word of mouth* is important



## Middle aged people

*Hear* from us via rates notice and  
social media  
*Engage* via an online survey



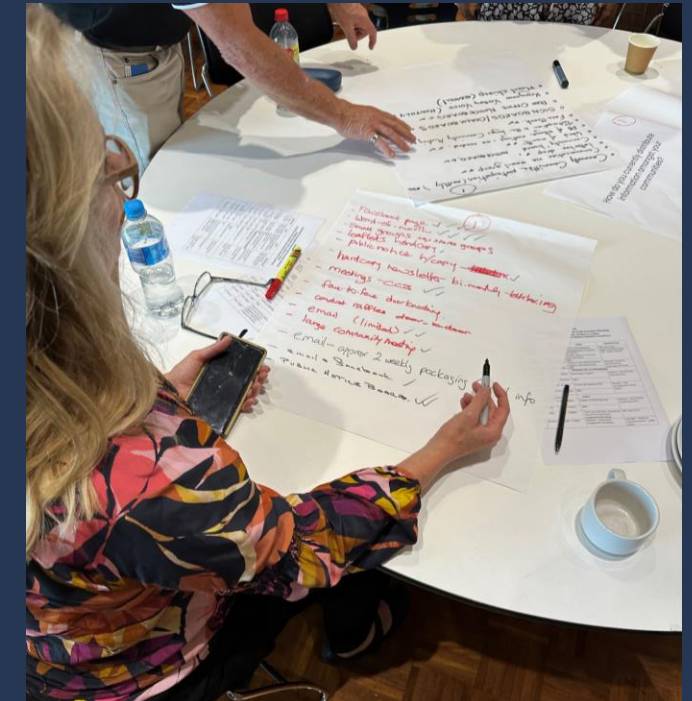
## People with a disability

*Engage* in-person using a variety of  
tools and methods  
*Their time is valuable*



# What we heard

How do you currently distribute information amongst your communities?	What existing community channels do you know of that we can tap into for consultation?	What are your expectations on closing the loop?	What challenges do you have when engaging with your communities?
<ul style="list-style-type: none"> <li>• Word of mouth</li> <li>• Facebook page</li> <li>• Email</li> <li>• Community noticeboards</li> </ul>	<ul style="list-style-type: none"> <li>• Community Facebook Groups</li> <li>• Community noticeboards</li> <li>• Email distribution lists</li> </ul>	<ul style="list-style-type: none"> <li>• Respond to emails – not after weeks</li> <li>• Make sure info going out to CCBs is accurate prior to asking us to disseminate.</li> <li>• Make sure when planning to consult with CCBs, allow time for them to consult their communities.</li> </ul>	<ul style="list-style-type: none"> <li>• Very few come to meetings</li> <li>• Engaging with younger generations i.e. under 50</li> <li>• How to motivate young families</li> </ul>





# Content

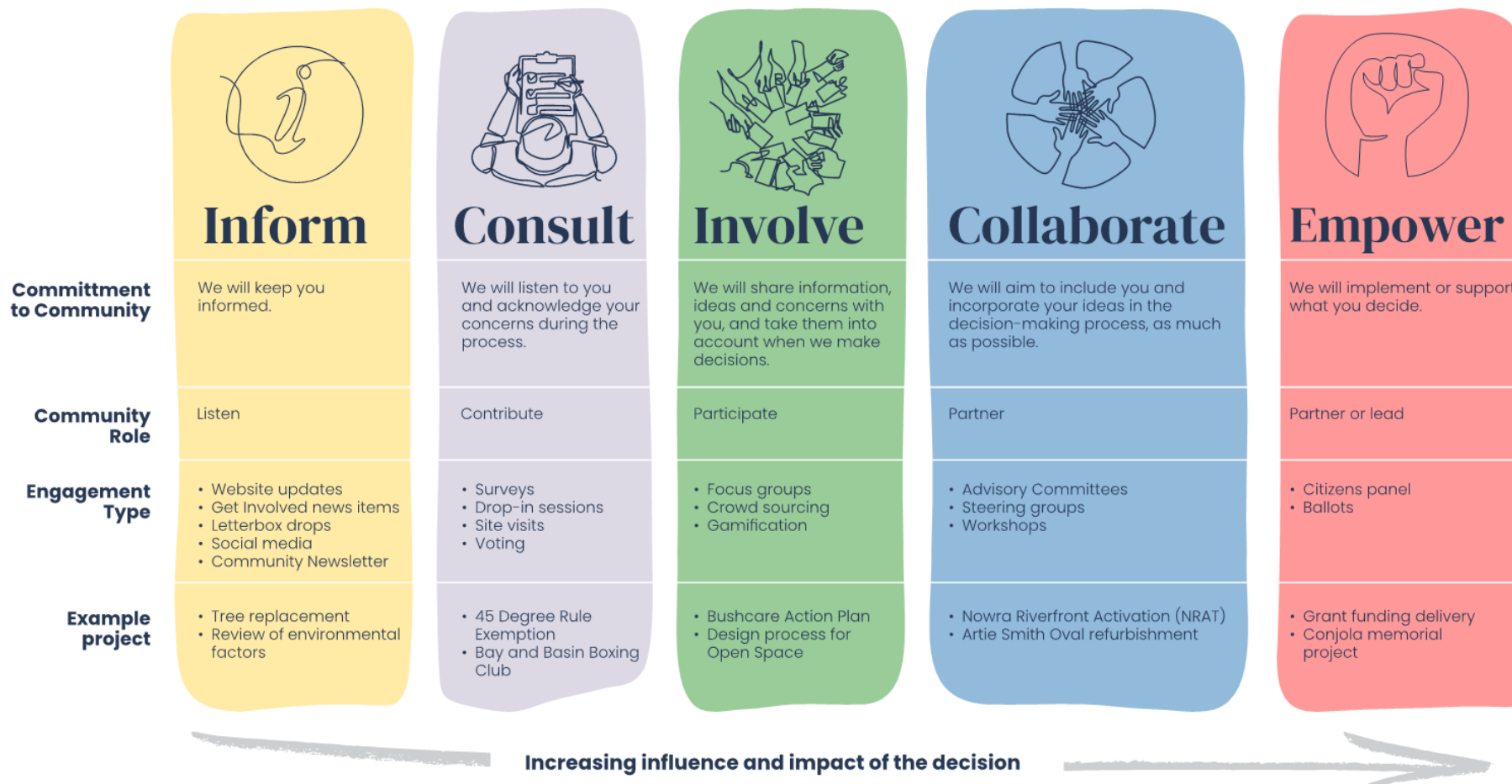
- What is Community Engagement?
- Why do we need a Community Engagement Strategy?
- Council's strategic documents
- How we developed the Framework
  - What we heard
  - Our consultation promise
- Our approach to engagement
- Council's engagement principles
- Spectrum of engagement
- Roles and responsibilities
- **Who** we engage
- **What** we engage our community on
- **How** we engage
  - Engagement methods
  - What we heard
  - Our communications promise
- **When** we engage
- How engagement influences decision making
- How we plan our engagement
- What we're measuring
- Ways to get involved
- Tiers of engagement
- Appendix – Updated **Community Participation Plan – TO COME**



# Spectrum of *engagement*

Engaging with communities and stakeholders is done in a range of ways. Depending on the context, community engagement ranges from informing people about an activity, project or initiative that is already determined, through to enabling people to conduct projects themselves. This spectrum of engagement is known as the International Association of Public Participation (IAP2) and is a best-practice model that labels each different engagement level of inform, consult, involve, collaborate and empower.

**Shoalhaven City Council's framework for consultation.**







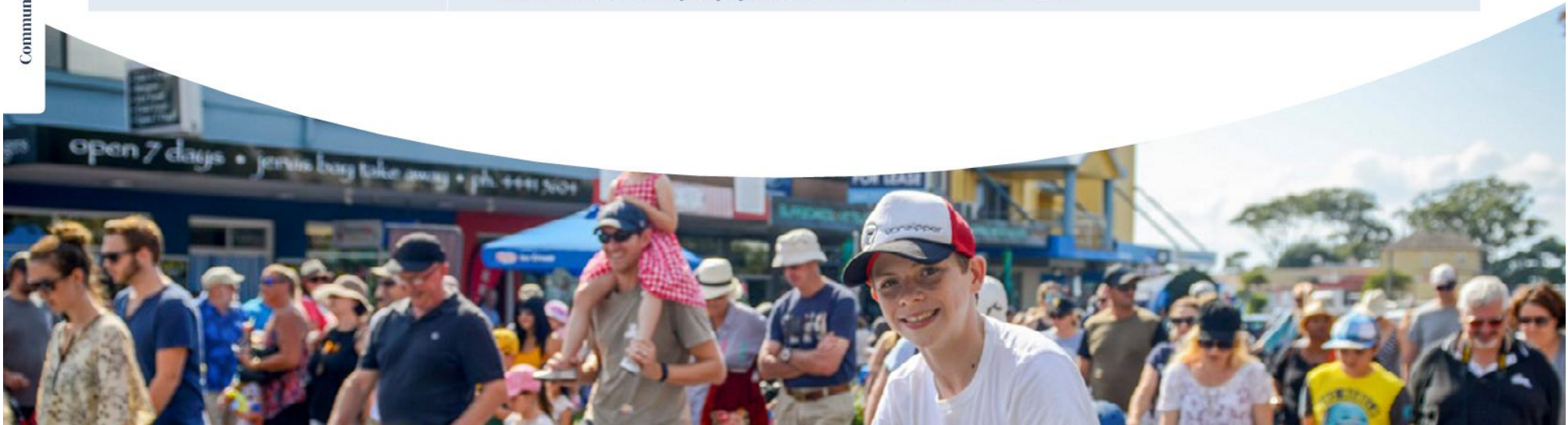
# Roles and *responsibilities*

Various groups and teams within Council are responsible for the successful implementation of the Community Engagement Strategy and Framework. The next section outlines the responsibilities of these groups and teams.

Role	Responsibilities
<b>Councillors</b>  Shoalhaven City Council is made up of a Mayor and 12 Councillors – four Councillors representing each of our three wards.	<ul style="list-style-type: none"><li>• Support the implementation of the Community Engagement Strategy and Framework.</li><li>• Uphold Council’s Engagement Principles.</li><li>• Promote participation in engagement activities.</li><li>• Consider engagement results when making decisions.</li><li>• Follow the principles of our Community Engagement Strategy and Framework when consulting with key stakeholders.</li></ul>
<b>Media &amp; Communications team</b>	<ul style="list-style-type: none"><li>• Understand the Community Engagement Strategy and use the Framework to deliver engagement activities for the organisation.</li><li>• Uphold Council’s Engagement Principles.</li><li>• Support engagement activities for all staff.</li><li>• Identify opportunities for improvements in our engagement practices.</li><li>• Coordinate and maintain a calendar of community engagement activities being delivered by the organisation.</li></ul>
<b>Executive Management Team</b>  <b>Senior Leadership Team</b>	<ul style="list-style-type: none"><li>• Understand the Community Engagement Strategy and Framework.</li><li>• Ensure all employees use the framework when engaging the community.</li><li>• Uphold Council’s Engagement Principles.</li><li>• Approve communications and engagement content in accordance with the strategy and framework.</li><li>• Support Councillor understandings about the importance of appropriate Community Engagement activities.</li></ul>
<b>Shoalhaven City Council Employees</b>	<ul style="list-style-type: none"><li>• Consult the Media &amp; Communications team about the need for engagement before initiating work.</li><li>• Work with the Media &amp; Communications team to design a community engagement plan, in accordance with the strategy and framework, identifying key points of influence available to the community.</li><li>• Uphold Council’s Engagement Principles.</li><li>• Allow enough time to develop and implement the engagement program.</li><li>• Deliver engagement activities in accordance with strategy and framework.</li><li>• Close the loop by documenting and reporting the findings to the Council and the community.</li><li>• Undertake appropriate training to understand the IAP2 framework.</li><li>• When engaging with the community, ensure a variety of diverse voices and engagement methods are used.</li></ul>



Role	Responsibilities
<b>Advisory Committees</b>  Shoalhaven City Council has several committees made up of staff, Councillors, as well as external community members. They advise on the views, needs and interests of communities in the area.  A full list can be found in Appendix B	<ul style="list-style-type: none"><li>• Provide advice to the Council based on personal and professional experience, in accordance with relevant Terms of Reference.</li><li>• Build relationships between community members and Council.</li><li>• Encourage participation in community engagement opportunities.</li><li>• Share information among network groups.</li><li>• Spokesperson for diverse groups.</li></ul>
<b>Community Consultative Bodies (CCBs)</b>  CCBs are endorsed by the Council as the representatives for residents and ratepayers in a specific area.	<ul style="list-style-type: none"><li>• Disseminate information to the community.</li><li>• Promote and facilitate discussion amongst the community.</li><li>• Communicate shared and collective views of the community to Council.</li><li>• Share community led plans with Council so they can be considered as part of Council's overall engagement strategy in the corporate planning process.</li></ul>
<b>Members of the community</b>	<ul style="list-style-type: none"><li>• Seek out information and engagement opportunities via Council communication channels that interest or impact you.</li><li>• Review materials of engagement programs to participate in.</li><li>• Have an open mindset to diverse ideas and show respect to all participants involved.</li><li>• Follow processes and time frames.</li><li>• Understand that the outcome may not be as hoped.</li></ul>
<b>External consultants</b>	<ul style="list-style-type: none"><li>• Comply with all legislative requirements and adhere to this strategy and framework along with advice of Council Officers when delivering engagement activities on behalf of the Council.</li></ul>







## When we *engage*

**Community engagement should occur at the planning stage of any project or initiative, when proposing a change in service, considering activities or infrastructure, addressing an issue that requires a decision, or when additional information or evidence is needed.**

The timing of community engagement can vary between projects, depending on their complexity and nature. Often, community engagement may need to occur at multiple stages throughout a project.

Here are the main types of projects where we frequently seek community input. Planning related projects have specific exhibition timeframes which must be met; these are outlined in Appendix A (Community Participation Plan).

When	IPA2 engagement level	How	Minimum consultation/ exhibition period
Road maintenance (e.g. potholes and non-regulatory signage)	Inform	We will share information on activities and plans with immediately affected stakeholders so that they are advised of any upcoming works.  Minimum notice method: <ul style="list-style-type: none"><li>• Notification flyer or letter to immediately affected stakeholders.</li></ul>	7 days' notice  No notice for emergency works in some cases.
Non-routine road maintenance (e.g. Boardwalk update or footpath replacement)	Inform	We will share information on activities and plans with immediately affected stakeholders so that they are advised of any upcoming works.  If major changes such as delays or impact to access occurs during the works, immediately affected stakeholders will be informed.  Minimum notice method: <ul style="list-style-type: none"><li>• Notification flyer or letter to immediately affected stakeholders.</li></ul>	7 days' notice.  Longer notice period considered for severely impacted residents or businesses.  No notice for emergency works in some cases.





When	IPA2 engagement level	How	Minimum consultation/ exhibition period
Traffic related projects – Level 1 (e.g., regulatory signage and line markings).	Inform – Consult	Development Services conduct consultation as part of their development application (DA) process – refer to Appendix A.  We will make every effort to inform stakeholders about opportunities to provide feedback and actively involve the community, ensuring that their priorities are considered in the decision-making process.  We will share information on activities and plans with immediately affected stakeholders so that they are advised of any upcoming works.  Minimum notice method: <ul style="list-style-type: none"><li>• Notification flyer or letter to immediately affected stakeholders.</li></ul>	<u>Consult</u> 14 days' notice
		Minimum consultation method: <ul style="list-style-type: none"><li>• Notification flyer or letter to immediately affected stakeholders.</li><li>• Email to relevant Community Consultative Bodies</li></ul> We will recognise community views and concerns and ensure that where possible, these are reflected as inputs into Council's final decision.	<u>Inform</u> 7 days' notice
Traffic related projects – Level 2 – where works impact access or result in a change of the environment and how it functions. (e.g., speed humps, traffic control devices, new lighting).	Inform – Consult	We will share information on activities and plans with immediately affected stakeholders so that they are advised of any upcoming works.  Minimum notice method: Notification flyer or letter to immediately affected stakeholders.	<u>Consult</u> 28 days' notice
		We will make every effort to inform stakeholders about opportunities to provide feedback and actively involve the community, ensuring that their priorities are considered in the decision-making process.  Minimum consultation method: <ul style="list-style-type: none"><li>• Notification flyer or letter to immediately affected stakeholders.</li><li>• Email to relevant Community Consultative Bodies</li></ul> We will recognise community views and concerns and ensure that where possible, these are reflected as inputs into Council's final decision.	<u>Inform</u> 7 days' notice

## Next steps

1. Public exhibition from 27 November 2024 – 31 January 2025
2. Council to adopt Community Engagement Strategy and Framework

# Questions?

