

Name:	Community Consultation		
Type:	Council Policy		
Owner:	Chief Executive Officer		
Responsible Officer:	Deputy Chief Executive Officer		
Approval Date:	6/04/2021	Next Review Date:	9/04/2024
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## 1 PURPOSE

City of Palmerston is committed to open, accessible, and accountable decision-making informed by consultation with the Palmerston community.

This policy provides the governance for meaningful and engaging community consultation practices in Council's planning and decision-making process.

Outcome 6 in City of Palmerston's Community Plan states:

"Council is trusted by the community and invests in things that the public value".

To deliver on this outcome, Council must be closely connected to its community, working in partnership to deliver what is needed to support people's lives. In doing so, Council is actively pursuing its communities' trust, through being open, accessible, and accountable.

It is essential that Council has a consistent approach to community engagement in place, and this policy sets out the framework for how we undertake consultation. The processes identified in this Policy complement any prescribed statutory requirements.

## 2 PRINCIPLES

- Encourage contributions from the community on decisions that will affect them.
- Identify the appropriate stakeholders and communicate how much influence the community has on the decision-making process.
- Provide a variety of appropriate and accessible ways for all people to have their say, including 24/7 online engagement options.
- Inform the community on Council's future initiatives and enhance community confidence, support for and involvement in these programs.
- Improve Council's understanding and management of community needs in all community consultation projects through the development of tailored community consultation plans, communication and media plans and reports.
- Actively listen to community views and use feedback to inform Council decisions.
- Provide appropriate minimum consultation periods and schedule consultation activities around any conflicting priorities such as school holidays, Council elections and/or other consultation activities.
- Provide timely feedback to participants and the broader community explaining how community input has been considered and what final outcomes have been determined by Council.

## 3 DEFINITIONS

For the purposes of this Policy, the following definitions apply:

Term	Definition
Consultation	The process of formal and informal consultation or discussion on Council issues.
Stakeholders	Stakeholders are recognised as individuals and groups who have an interest in Council's decision-making and who are affected by Council's decisions.
Statutory	Required, permitted, or enacted by statute
IAP2	The International Association for Public Participation is an international organisation advancing the practice of public participation. IAP2 supports people who implement or participate in public decision-making processes.

## 4 POLICY STATEMENT

### 4.1 General

- 4.1.1 This Policy applies to employees, contractors, volunteers, consultants, and any other person(s) undertaking public engagement on behalf of City of Palmerston.
- 4.1.2 Consultation methodology will be guided by internal procedural strategies in line with the IAP2 International Association of Public Participation.
- 4.1.3 All consultation will reflect the minimum statutory requirements where applicable.
- 4.1.4 Where there is no statutory requirement for consultation, selection of the appropriate timeframe and actions will be at the discretion of Council.
- 4.1.5 The Communications and Media Team is responsible for providing advice and assistance for engaging with internal and external stakeholders and keeping this Policy up to date, visible and readily accessible.
- 4.1.6 The Chief Executive Officer will be responsible for implementation of the policy, which will include establishing the appropriate consultation methodology for each issue or project and reporting outcomes of consultations and review(s) of this Policy to Council.

### 4.2 Ongoing community consultation

Council's commitment to engage with the community includes the following ongoing community engagement activities:

- 4.2.1 Open Council meetings including a 30-minute public forum.
- 4.2.2 Continued community participation in Advisory Groups and committees.
- 4.2.3 Open communication through the customer service team including phone, email, social media, web and face to face conversations.
- 4.2.3 Regular engagement opportunities with Elected Members.

## 5 ASSOCIATED DOCUMENTS

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- 5.1 Media Policy
- 5.2 Community Engagement Strategy (internal document)
- 5.3 Community Plan

## 6 REFERENCES AND RELATED LEGISLATION

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- 6.1 *Local Government Act NT*