



Draft Community Engagement Strategy **2024-2028**

Your community, your say



Acknowledgement of Country

Kiama Municipal Council acknowledges the Wodi Wodi people on Dharawal country as the traditional custodians of the land on which our Municipality is located. We pay our respects to Elders past, present and future. We are committed to honouring Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to our community.

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Overview

Purpose

Kiama Municipal Council is committed to developing a culture of meaningful community engagement to achieve better and more sustainable outcomes for the municipality. The Community Engagement Strategy serves as a practical framework for Council to engage with diverse voices across our community. It outlines the principles and processes for best-practice community engagement, in line with Council's Community Strategic Plan 2022 – 2032 and in accordance with legislative requirements.

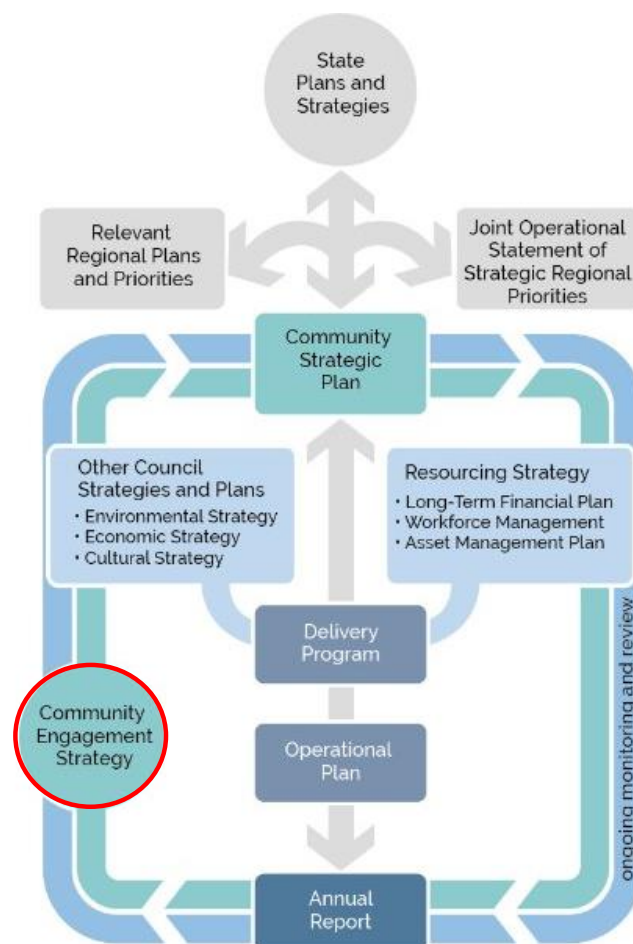
Legislative requirements

Community engagement is delivered with due consideration to mandatory and statutory requirements to which Council must adhere. These requirements may limit or allow community input into Council decision-making.

Under Section 420A of the New South Wales Local Government Act 1993, Councils are required to establish and implement a Community Engagement Strategy for the purpose of engaging with the local community to support the development of all plans, policies, programs and key activities.

The Integrated Planning and Reporting Framework (IP&R) illustrates the important role of community engagement across Council's planning. Under this framework, Community Engagement Strategies must:

- Be based on the social justice principles of access, equity, participation and rights
- Identify relevant stakeholder groups in the community
- Outline the methods that the council will use to engage each of these groups
- Allow sufficient time to effectively undertake the engagement.



Developing the Strategy

Developed in consultation with both the community and Kiama Municipal Council staff, the Community Engagement Strategy outlines:

- Community priorities for engaging meaningfully with Council
- Staff requirements for planning and managing meaningful engagement with community.

The Strategy was also developed with due consideration to local, state and federal strategies and plans, policies, and other requirements. Insights from community engagement activities undertaken as part of the development and delivery of the Community Strategic Plan (2022-2032) were also used to inform this Strategy.

Community consultation

A series of engagement activities were delivered in early 2024 to guide the development of the Strategy.

Community consultation	Staff consultation
<ul style="list-style-type: none"> • Community pop-ups across the municipality • Met with various committees and stakeholder groups • "Your community, your say" survey 	<ul style="list-style-type: none"> • Cross-departmental staff workshop • Staff survey • Interviews with executives and key staff members • Councillor briefing

What we heard

<p>Staff: want Council to engage by</p> <ul style="list-style-type: none"> • building staff capacity and providing practical tools • making engagement meaningful and seeking diversity of voices • closing the loop – communicating outcomes and delivering on commitments • meeting the community where they are, building trust • however, note that time and resources are significant barriers to overcome 	
<p>Community: want Council to</p> <ul style="list-style-type: none"> • improve how they follow-up with people on outcomes and decisions • be clear and transparent about processes, timelines and level of community influence • reach a greater variety of people by meeting them where they are • engage more with youth and other communities of need • be more visible and listen 	
<p>Receive Council information</p> <ol style="list-style-type: none"> 1. Local newspapers (56%) 2. Regular e-newsletter (42%) 3. Council website (41%), 4. Council's Facebook page (41%) 5. Brochures in letterbox (38%) 	<p>Provide Council with input</p> <ol style="list-style-type: none"> 1. Filling out a survey (64%), 2. Writing a letter or email (48%), 3. Quick online polls (44%) 4. Talking to council staff (37%) 5. Online forums (26%)
<p>Engage on</p> <ol style="list-style-type: none"> 1. Town planning and development (65%) 2. Opportunities to provide feedback on Council projects etc (48%) 3. Environment and land/coastal management (35%) 4. Parks, venues, playgrounds, recreational facilities etc (34%) 5. Roadworks and infrastructure (26%) 	

Quotes from community pop-ups

"It sounds like you're asking the right questions"

"We love the village atmosphere, we want to keep our open spaces"

"In 52 years in the area, there's been lots of change!"

"Progress can be qualitative not quantitative"

"Youth are often not interested in engaging with council, too busy with other things!"

"Council needs to repair the community's trust before it can move forward"

"Ratepayers are looking for outcomes, not more talk"

"You can reach young parents at the gym, pre-schools, Leisure centre and daycares"

"Growth is OK but we need the infrastructure to support it"

"Council needs to close the loop and be transparent"

"If we spend time making a submission, we really want to know how our input has made a difference"

Keys to success

Insights gathered during consultation have directly informed Council's approach to the Community Engagement Strategy.

The following 'keys to success' were developed in response to input from those engaged regarding what the Strategy should aim to achieve. They will guide how Council designs, plans, delivers, and reports on future engagement activities.

Objective

To be a practical framework for delivering meaningful and measurable community engagement while strengthening the diversity of community voices.

Principles

In addition to the strategic objective above, insights from community and staff consultation led to the development of 5 key principles for undertaking meaningful community engagement.

These are:

- **Open and honest**
Engagement will be open, honest and transparent so community understands how their feedback will be taken into consideration and why certain decisions have been made.
- **Proactive**
Engagement will proactively seek to understand community perspectives early in decision-making.
- **Genuine**
Engagement will seek to genuinely listen to what community has to say and to ensure it is accurately captured.
- **Inclusive and accessible**
Engagement will meet diverse community voices where they are and in a way that allows them to participate fully.
- **Accountable**
Engagement will ensure community and stakeholders have clear oversight through continuous communication. Council will be accountable for closing the loop and ensuring community and stakeholders are kept informed at all stages of the project lifecycle.

Actions

Kiama Municipal Council will uphold the key principles of meaningful community engagement by adopting the following actions (based on input from staff and community stakeholder consultation):

Build staff capacity

We will:

- Provide IAP2 training to managers and other relevant staff.
- Provide embedded community engagement training into staff onboarding, and ongoing professional development, to ensure all staff understand Council's commitment to best-practice engagement.
- Develop a community engagement toolkit that includes planning and reporting templates to support staff and standardise engagement across the organisation.
- Identify and train engagement champions across Council teams to support the work of Council's communications and engagement team.
- Develop an approvals process to ensure engagement processes meet internal, legislative and accessibility requirements.

Meet community where they are

We will:

- Clearly communicate and promote engagement opportunities through preferred mediums eg: local newspapers, regular Council e-newsletter, Council website, Council social media, printed flyers, brochures etc. .
- Offer a range of online and face-to-face engagement opportunities and continue to develop a culture of engagement by ensuring a broad diversity of ways for people to engage with Council decisions and projects.
- Explore digital engagement platforms to enhance accessibility and broaden community reach, including quick online polls.
- Develop an engagement calendar to plan and manage engagement activities across the organisation and meet community where they are eg: community pop-ups and at events.
- Explore ways to strengthen the diverse voices of our community through innovative engagement approaches, eg: youth-specific activities, location specific activities and further exploring the creation of a 'Kiama 100' representative group.
- Monitor community sentiment via a range of mediums eg: social media monitoring, a demographic "community satisfaction" survey of Kiama Municipality, feedback from workshops, community events, committees and community groups..

Close the loop

We will:

- Develop processes to close the loop in a variety of ways, including Council reporting, website, email, social media and other mediums, with a focus on explaining how and when community feedback was considered in the decision-making process.
- Continually develop and improve Council's community engagement practises and capacity through regular review and evaluation.
- Assess engagement activities' effectiveness against the Strategy's principles and the diversity, equity and inclusion objectives.

Understanding community engagement

Community engagement is about fostering productive relationships between Council and the communities it serves, making better decisions and improving outcomes for our people and places. The Community Engagement Strategy is an opportunity to expand Kiama Municipal Council's engagement practices beyond the legislative requirements, delivering community engagement that is meaningful to the communities we serve.

Best practice

Council strives to deliver best-practice community engagement based on the Core Values of the International Association for Public Participation (IAP2). These are:

1. Public participation is based on the belief that those who are affected by a decision have a right to be involved in the decision-making process.
2. Public participation includes the promise that the public's contribution will influence the decision.
3. Public participation promotes sustainable decisions by recognising and communicating the needs and interests of all participants, including decision-makers.
4. Public participation seeks out and facilitates the participation of those potentially affected by or interested in a decision.
5. Public participation seeks input from participants in designing how they participate.
6. Public participation provides participants with the information they need to participate in a meaningful way.
7. Public participation communicates to participants how their input affected the decision.

IAP2's Public Participation Spectrum identifies five levels of stakeholder and community engagement. It is recognised as the industry standard community engagement model. Council has adopted the Spectrum to facilitate best-practice engagement.

	Inform	Consult	Involve	Collaborate	Empower
Engagement goal	To provide community with the right information to help them understand a Council plan, policy, program or activity.	To gather community feedback on a Council plan, policy, program or activity.	To work with community in the development of a Council plan, policy, program or activity, ensuring their views are clearly understood and considered.	To partner with community in the development and delivery of a Council plan, policy, program or activity.	To place final decision-making in the hands of community.
Council's commitment	We will keep you informed throughout the life of the project.	We will keep you informed, listen to your feedback, and share how community input influenced our final decision.	We will work with you to ensure your feedback is directly considered and share how community's input influenced our final decision.	We will incorporate your advice and recommendations into our final decision.	We will implement what you decide.
Example methods	<ul style="list-style-type: none"> • Council Website • Social Media • Council newsletter (Kimunico) 	<ul style="list-style-type: none"> • Online or paper surveys • Call for submissions • Community pop-ups 	<ul style="list-style-type: none"> • Digital engagement • Workshops • Panel discussions 	<ul style="list-style-type: none"> • Council Committees • Working groups 	<ul style="list-style-type: none"> • Citizen Juries • Voting

Engaging with community

Kiama Municipal Council, through this Community Engagement Strategy, commits to engaging with a broad cross-section of the community and will deploy specific methods to reach individual demographics:

When we refer to community, we refer to:

Residents and ratepayers	Anybody who lives and/or pays rates in the Kiama Local Government Area
Communities of place	Location-based communities (towns, neighbourhoods, streets)
Communities of interest	Communities that share activities, events or interests.
Communities of identity	People of all ages, backgrounds, gender identities and religions
Communities of need	Kiama residents most vulnerable to the impact of decisions such as those experiencing or at risk of homelessness, those with different abilities, people from non-English speaking backgrounds, those who rent and those immediately impacted by disasters
Business community	Kiama businesses, business networks and associations
Community participants	Those who use or access council facilities such as libraries, parks and recreation centres
Kiama's Future	Kiama's young people who will lead the area in the future
NSW and Federal government departments/agencies	State and Commonwealth Departments and Agencies with impacting plans or information
Neighbouring councils and representative bodies	Surrounding local government areas and joint organisations such as ISJO, NSW Office of Local Government (NSWOLG)
Visitors and tourists	Those who visit the Kiama LGA

Diversity, equity and inclusion

Kiama Municipal Council is committed to strengthening the diverse voices of our community. We aim to provide inclusive and equitable engagement processes, ensuring that anybody who wants or needs to participate can do so.

Through this strategy, Kiama Municipal Council reaffirms its commitment to engage with:

- Young people
- Elderly people
- Families and single-parent households
- Aboriginal and Torres Strait Island communities
- People with disabilities
- People from culturally and linguistically diverse backgrounds
- LGBTQIA+ communities
- Low-income households

Kiama Municipal Council will ensure every person has a voice by providing:

- Plain English and multi-modal information to meet accessibility requirements
- Multiple ways to contribute including digital, paper-based and face-to-face engagement options
- Translated documents as requested or required

Council will strive to improve opportunities for engagement by:

- Collaborating with Council's Community Hubs team to facilitate engagement with existing community networks
- Identifying community champions to drive engagement with communities of place, identity, interest and need
- Co-designing engagement processes with specific groups, where appropriate (e.g., co-designing youth engagement activities with young people)

Council Strategies and Action Plans

Council delivers several strategies and plans to guide the delivery of its services and operations. These strategies and plans will guide what projects are undertaken through Council's delivery program, and what opportunities are available for community engagement as a result.

Strategies and plans include (but are not limited to):

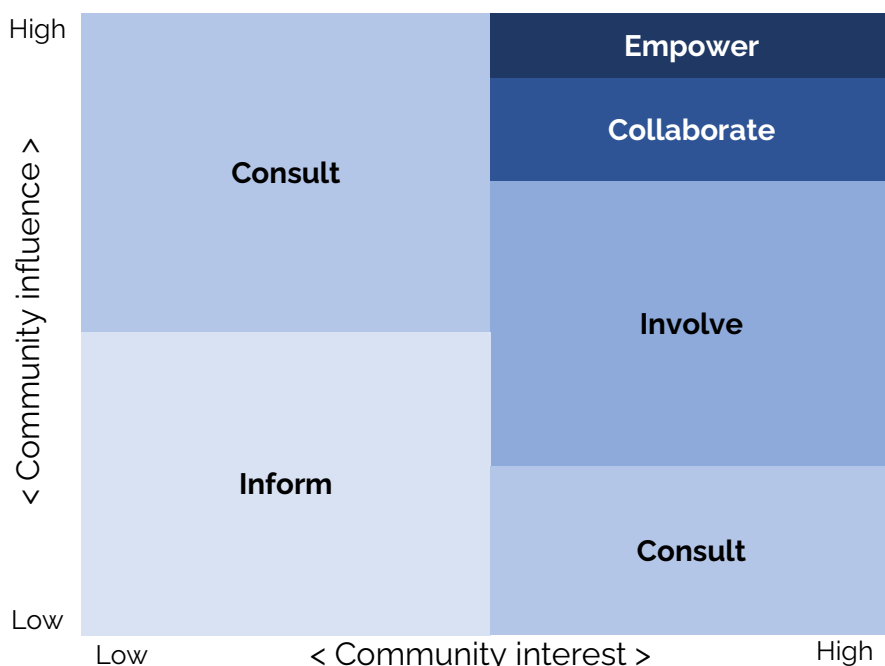
- Community Strategic Plan (2022-2032)
- Growth and Housing Strategy (under development)
- Economic Development Strategy
- Tourism and Events Plan (2022-2026)
- Corporate Emissions Reduction Plan (Net Zero Strategy) 2021-2031
- Service Reviews

Additionally, Council is working to deliver a suite of community Action Plans that aim to remove barriers to access and participation for Kiama's diverse community. These plans help inform the design and delivery of engagement programs, to ensure processes are Diversity, Equity and Inclusion focused, including:

- Disability Inclusion Action Plan (DIAP) 2023-2027
- Reconciliation Action Plan (under development)
- Youth Action Plan (under development)
- Cultural Plan (under development)

Community engagement opportunities

Community engagement is undertaken when there is an opportunity for impacted communities to influence specific actions, outcomes or decisions, or when there is a legislative requirement to do so. The following matrix allows project teams to determine if engagement is required and the degree to which community will be engaged.



Note: If community engagement is not required or desired, Council should inform the community about the action, outcome or decision being made.

Roles and responsibilities

Many stakeholders play a role in delivering meaningful community engagement. While the Strategy is focused on Council's role, it is important to acknowledge that the participation of many stakeholders will influence its overall success.

Stakeholder	Roles and responsibilities
Mayor and Councillors	<ul style="list-style-type: none"> Participate as an elected member, listen to the views of the community and consider those views when making decisions. Play an important role in reflecting the views of the community back to the staff ensuring that concerns and aspirations are heard. Support community engagement by approving adequate funding and/or resources.
CEO and Directors	<ul style="list-style-type: none"> Ensure the strategy is implemented and applied across Council projects. Oversee engagement processes of Council and ensure engagement needs and risks are considered. Approve Community Engagement Plans developed by Project Lead and provided by Managers Report and communicate Community Engagement activities and outcomes (as provided by Managers) to elected members.

Stakeholder	Roles and responsibilities
Managers and Coordinators	<ul style="list-style-type: none"> • Maintain an 'engagement mindset' when overseeing projects, plans, and activities in their team. • Support teams to prioritise the 4 stages – design, plan, implement and report – of community engagement activities. • Ensure engagement activities within their team are communicated to elected members through the CEO and Directors.
Project Lead	<ul style="list-style-type: none"> • Community engagement is the responsibility of all Council staff who deliver projects or services that impact the community. • Work with the Community Engagement Officer and use the Community Engagement toolkit to prepare engagement plans, deliver activities, and report back on engagement outcomes, including adequate feedback to community.
Community Engagement Officer	<ul style="list-style-type: none"> • Train and guide staff to ensure a consistent, best-practice, and evaluated approach to community engagement activities. • Develop a Community Engagement toolkit, including templates available to all staff. • Develop and manage an engagement calendar to streamline engagement activities across Council • Manage a Community Engagement Register. • Collaborate closely with the Community Hubs Manager to leverage existing networks and engagement opportunities and to ensure diversity and inclusion principles are met.
Communications Officer	<ul style="list-style-type: none"> • Work with the Community Engagement Officer and project teams to create communications plans for engagement activities. • Contribute to the Community Engagement Register. • Provide advice on appropriate communication methods to promote engagement opportunities and outcomes.
Manager Communications & Engagement	<ul style="list-style-type: none"> • Manage this Strategy's implementation, including quarterly reporting on the Community Engagement plans, calendar and register. • Checking final engagement plans.
Community	<ul style="list-style-type: none"> • Responsible for contributing to the decision-making processes available to them, including staying informed about engagement opportunities, considering the information or options available, providing timely feedback, participating respectfully, and considering the ideas of others.

Four-stage engagement framework

The following engagement framework is used by Council to design, plan, implement and report on community engagement activities. This framework ensures that engagement processes are **meaningful** and **measurable**, promoting consistent, best-practise engagement across the organisation. In addition to the steps below, Kiama Council's Engagement team is developing a toolkit to assist staff throughout the four stages of this framework.

1. Design

Engagement design lays the groundwork for effective community engagement processes. In this stage, project teams will prepare an **engagement brief** that outlines the context and scope of the engagement and identifies key stakeholders.

<p>CONTEXT</p>	<p>Understanding the project context will help determine the purpose of engagement and integrate it into the broader project delivery plan.</p> <p>Questions to consider:</p> <ul style="list-style-type: none"> <input type="checkbox"/> What is the plan, policy, program or activity being delivered, why is it being delivered and who is responsible for delivering it? <input type="checkbox"/> What is the final project action, outcome or decision that must be made and who is in charge of making it? <input type="checkbox"/> Why is community engagement required or desired? (engagement purpose) <input type="checkbox"/> What project milestones and dates are critical to meet? <input type="checkbox"/> Are there any issues or assumptions that may impact the project? <p><i>*Timeframe for project delivery must also be considered</i></p>
<p>SCOPE</p>	<p>The engagement scope defines the extent of community engagement required. It identifies what can and cannot be influenced, helping to manage expectations.</p> <p>Questions to consider:</p> <ul style="list-style-type: none"> <input type="checkbox"/> What actions, outcomes or decisions <i>can</i> community influence and what <i>cannot</i> be changed? (negotiables and non-negotiables) <input type="checkbox"/> Is there a legislative requirement to fulfil? <input type="checkbox"/> How will community input be used in determining the final action, outcome or decision? <input type="checkbox"/> What information does Council require from community to inform next steps and decision-making? E.g., what question/s are being answered by engaging?
<p>STAKEHOLDERS</p>	<p>Identifying stakeholders is essential to establishing the level/s of engagement required. It ensures engagement seeks a diversity of community voices.</p> <p>Questions to consider:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Who will be impacted or affected by the action, outcome or decision? <input type="checkbox"/> Who has an interest in the action, outcome or decision? <input type="checkbox"/> Which voices need to be strengthened? (diversity, equity and inclusion)

The following stakeholder analysis chart assists in identifying the community segments and/or individuals to be engaged, and determining the appropriate level/s of engagement based on:

- The impact of the action, outcome or decision on the individual or group
- The level of interest they have in the project
- The level of influence they have over the action, outcome or decision.

Stakeholders	Impact	Interest	Influence	Engagement
Segment 1	Low/medium /high	Low/medium/ high	Low/medium/ high	<i>Inform/Consult/ Involve/Collaborate /Empower</i>
Segment 2				
Segment 3				
Segment 4				
Segment 5				

2. Plan

Engagement planning is essential to delivering meaningful and measurable community engagement. In this phase, project teams will prepare an **engagement plan** that details the methods to be used and the resources required to undertake community engagement activities.

Schedule	<p>Understanding where community engagement fits within the broader project plan helps guide the selection and sequencing of appropriate engagement methods.</p> <p>Questions to consider:</p> <ul style="list-style-type: none"> <input type="checkbox"/> When in the delivery of the project is community input required or desired? <input type="checkbox"/> What key delivery milestones must be met? <input type="checkbox"/> What project or task dependencies should be considered in the planning of engagement activities?
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Activities

Engagement methods/activities are selected to correspond with the determined level of stakeholder engagement. This may mean selecting different activities for different groups.

They should be selected with due consideration to the project budget, timeframe, scale and complexity, and legislative requirements, among other factors.

Activities should be designed to meet community where they are, ensuring community preferences and expectations are considered. Equitable and inclusive engagement opportunities must be provided to ensure a diversity of voices are heard.

Questions to consider:

- What are the *project objectives* and what are the *engagement objectives*?
- What *outputs* are required from community to achieve these objectives?
- What are the best *activities* to generate these outputs?

Other key considerations:

- What support materials are required to deliver engagement? e.g., communications plan, risk management plan
- How will engagement outputs (data) be collected, analysed and reported?
- What measures will support diverse voices to participate in the activity/activities?

* Steps for closing-the-loop should be embedded into engagement planning, with specific methods selected to ensure community is appropriately informed.

Resourcing

A detailed **implementation plan** will identify resources required to deliver engagement, and determine roles and responsibilities for undertaking key tasks.

Questions to consider:

- What tasks must be performed to prepare for engagement?
- What tangible and human resources are required to deliver the engagement?
- Who is responsible for coordinating these tasks and resources? (see [Roles and Responsibilities](#))
- Who is responsible for capturing the engagement data and preparing the engagement report?
- Identify budget for engagement activities

The following methods matrix provides an overview of common communication and engagement activities and tools. As mentioned above, Engagement methods are selected with due consideration to the level of engagement, project budget, timeframe, scale and complexity, and legislative requirements, among other factors.

	Inform	Consult	Involve	Collaborate	Empower
Council website	X				
Council e-newsletter (Kimunico)	X				
Social media	X				
Media release	X				
Local newspapers	X				
Rates notices	X				
Letters and email notifications	X				
Letter-box drops	X				
Posters, pamphlets, flyers	X				
Outdoor signage	X				
Print or digital factsheets and FAQs	X				
Door-knocking	X	X			
Presentation, meeting or briefing (in-person, phone or virtual)	X	X			
Online or printed survey		X			
Opinion poll		X			
Community pop-ups		X			
Comment, compliment, complaint form		X			
Online discussion board		X			
Calls for submission		X			
Council meetings or town hall engagements		X			
'Your Say' interactive website		X	X		
Citizen science (e.g. wildlife reporting)		X	X		
Reference or advisory groups		X	X	X	
Special councils or committees (eg: youth council)		X	X	X	
Workshops		X	X	X	
Focus groups		X	X	X	
Panel discussions		X	X	X	
Roundtables		X	X	X	
Working groups			X	X	
Co-design			X	X	
Design charette			X	X	
Deliberative forums				X	X
Consensus conference				X	X
Voting					X
Citizens jury					X

3. Implement

Implementation involves the delivery and monitoring of engagement activities to ensure activities align with project objectives. It also involves the processes for collecting and collating data.

<p>Activation</p>	<p>Activation includes (a) preparing project teams to deliver engagement and (b) promoting engagement activities to community. The implementation plan will identify what actions need to take place in this phase (eg: coordinate venues, liaise with key stakeholders, distribute promotional materials)</p> <p>Questions to consider:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Do staff (a) understand their role and responsibilities in delivering engagement and b) have the resources required to undertake engagement activities? <input type="checkbox"/> Do community know (a) what the engagement is about (b) when and where engagement will take place and c) how to participate?
<p>Delivery and monitoring</p>	<p>Engagement delivery should involve ongoing monitoring to ensure activities align with objectives, resourcing, and required outputs. Activities may need to be adapted or refined, or additional processes may need to be included.</p> <p>Questions to consider:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Are project and activity objectives being achieved? <input type="checkbox"/> Are attendance numbers/participation rates meeting expectations? <input type="checkbox"/> What is the level of participant diversity? Is anybody <i>not</i> participating who might want or need to? <input type="checkbox"/> Do engagement outputs meet data requirements? <input type="checkbox"/> Are outputs being appropriately collected and documented? <input type="checkbox"/> What is the public/media response if any? <input type="checkbox"/> Are there enough/appropriate resources to continue?
<p>Analysis</p>	<p>Raw outputs collected during engagement are to be collated and analysed to report on findings, make recommendations and/or inform decision-making (as determined by the level of engagement).</p> <p>Questions to consider:</p> <ul style="list-style-type: none"> <input type="checkbox"/> What were the key themes and/or findings across all engagement activities? <input type="checkbox"/> What additional insights were discovered? <p>*To protect the privacy of participants, data is to be de-identified unless express consent is given to the sharing of personal details.</p>

4. Report

Reviewing, evaluating and reporting on engagement is critical to promoting transparency, accountability and integrity in engagement processes. This stage involves preparing and delivering **engagement reports** for decision-makers, project delivery teams and the community.

Report	<p>The engagement report documents the entire engagement process, from design to data analysis, and presents engagement findings and insights. It may make recommendations or guide next steps. The report is shared with project teams, decision-makers and the community.</p> <p>Engagement reports will generally be included within Council reports. For ease of access, summaries will also be made publicly available for community and other stakeholders to view.</p> <p>Questions to consider:</p> <ul style="list-style-type: none"><input type="checkbox"/> Who participated in the engagement and how?<input type="checkbox"/> What did community say? (themes, findings, insights)
Review	<p>An engagement review is undertaken as part of continuous improvement. It evaluates the effectiveness of engagement processes, activities, outcomes and resourcing, among other factors. This report is shared internally with engagement teams to reflect and debrief on learnings.</p>
Close the loop	<p>Closing the loop involves informing the community of the final action, outcome or decision made. It describes how the community's input was used in the decision-making process and what other evidence was considered. It explains why a certain decision was made.</p>

Continuous communication

For best outcomes, community should be kept informed as engagement activities progress. Continuous communication serves to manage expectations and improve trust by ensuring the engagement process is open and transparent. How continuous communication is implemented will depend on the level, scale and timeframe for engagement, and will be embedded into engagement planning.

Methods may include:

- Sharing of engagement schedules, objectives and agendas
- Feeding back to participants after each engagement activity (sense checking)
- Preparing interim reports at key delivery milestones
- Providing regular updates online (web, social media, email), in print (newsletter, newspaper), or in person (briefings)
- Providing additional information/communications if needed
- Providing channels for community to get in touch
- Responding to community questions or inquiries in a timely manner
- Thanking community for their time and input .

Authorisation and version control

Owner/Responsible Officer	Manager Communications & Engagement
Department	Office of CEO
Date adopted/endorsed	TBC
Resolution number (if applicable)	TBC
Next review date	By 31 December 2024
TRIM reference	TBC

Variation and review

Council reserves the right to review, vary or revoke this Strategy.

Date reviewed	Date adopted/endorsed	Brief detail of amendments
December 2015	March 2016	New Strategy
May 2023		Exhibited draft Strategy, withdrawn as required additional work
April 2024		Reworked, redrafted Strategy