Engagement Framework

Increasing level of influence

	Inform	Consult	Involve
we will inform when / consult when / involve when	providing information to assist understanding of how decisions will be/were made • a decision is made for legislative, financial environmental, or technical reasons • there is no opportunity to influence the outcome	obtaining feedback on preferences when there are options available • input is required on concepts or designs • there are several options available • final decisions are being shaped • issues and concerns are unclear	involving people and working together to understand all needs and concerns • we need community knowledge to influence the decision • there is likely to be a high level of interest • we need stakeholders to talk with us and each other about complex issues
we will explain / ask	• how the decision was made • what's going to happen • impact of the decision • where further information can be found	• are there any ideas to improve this? • which option is preferred? • what would the impact be?	• what would people like to see happen? • what have we not considered or are not aware of? • how should we proceed with this?
engagement options	• engage.burnside.com.au • Community Engagement email database • Focus • letters/fact sheets • Engagement info board • community education	• engage.burnside.com.au • surveys or feedback forms • focus group meetings • workshops • Resident ePanel • telephone discussions • meetings with key stakeholders • ward specific stakeholders	• Ward forums • Focus groups • Community Forums/Public meetings • ePanel • field trips • facilitated workshops

Why Engage?

The City of Burnside is committed to open, participatory and transparent engagement that forms the foundation of responsible government.

Engagement strengthens relationships between Council and its stakeholders.

Much of Council's work has an impact on, or is impacted by, our communities and the work of other people in the organisation. The decisions made by Council will be more effective if the people affected by our work:

- understand what we are doing and what it will mean for them
- are involved at whatever level they need to ensure the best outcome.

Community engagement is undertaken to inform Council's decision making. We will seek to achieve understanding and involvement with those affected by our decision making through participation ranging from informing and consulting to involving.

Our framework provides a structured approach that includes:

- **language** that clearly explains our approach to engagement and encourages participation in the decision making process
- **methods of engagement** that offer a range of ways to work with communities such as to inform, consult or actively involve to broaden community participation in the decision making process
- **support and development** to provide relevant information, knowledge and skills to ensure staff know how to work within the framework
- **evaluation process** that supports continuous improvement and development of the framework

The Decision Making Process

Issue triggers decision making process	Project is scoped, issue is clarified and defined	Community engagement approach is developed	Stakeholders are identified and engaged	Feedback is collated and assessed	Issue is presented to the decision maker for review	Influences on decision making	The decision maker makes decision	Stakeholders are advised of decision

Existing legislation and policies	Previous Council decisions	Burnside 2030 and strategies	Legal or expert advice	Community engagement outcomes	Environmental, social and economic context	Research and analysis	Available resources	Decision makers' local knowledge