

# COMMUNITY ENGAGEMENT STRATEGY INCLUDING COMMUNITY PARTICIPATION PLAN 2024-2028

## Strategy summary

Our community has the right to be informed and have a say on projects that are important to them or may impact on their daily lives.

Community engagement gives Council a better understanding of community views and values, and helps us make more informed decisions and deliver better projects and services.

### GUIDING PRINCIPLES

#### OUR COMMUNITY ENGAGEMENT:

-  has a clear purpose, objectives and approach
-  is easy for the community to access and participate in
-  is clear and simple
-  builds trust and understanding
-  is meaningful, authentic and adds value
-  is evaluated and improved.

### THE TOOLS

We use a range of channels to inform our community about opportunities to engage with our projects and gather their feedback, including:



#### COMMUNICATION CHANNELS:

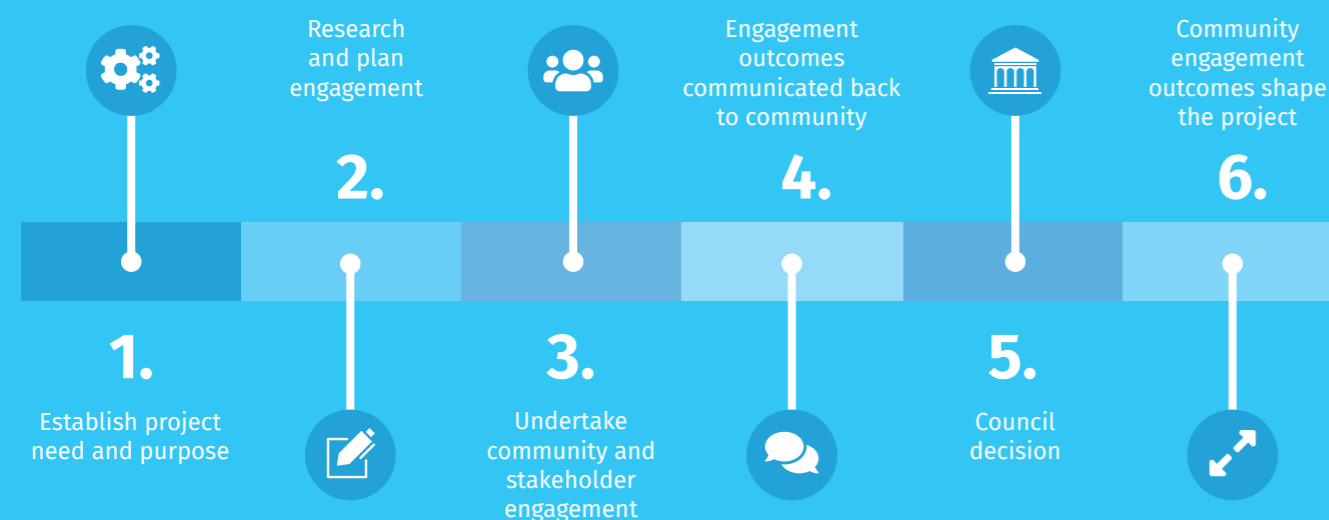
- Project information at Shape Lake Mac
- Monthly Shape Lake Mac e-newsletter
- Council's social media platforms
- Letter/postcard mailouts to residents and businesses
- Stakeholder emails
- Signage across the city
- Digital and print advertising
- Hard copy project information and documents at Council facilities



#### ENGAGEMENT CHANNELS:

- Online discussion forums, mapping tools, idea walls, surveys, polls and submissions at Shape Lake Mac
- Drop-in sessions and pop-up stalls outside of business hours or on weekends and in easily accessible locations
- Workshops
- Submissions during public exhibitions
- Community-centred Council committees

### THE PROCESS



### REPORTING BACK

After community engagement, to close the loop, we will:

#### UPDATE SHAPE LAKE MAC

We'll upload an engagement summary outlining:

- what communications and engagement methods were used
- statistics of promotion and participation, including the location and age of contributors
- information about feedback received
- next steps.

#### CONTACT CONTRIBUTORS

We'll email contributors to keep them updated as the project progress. This includes when engagement summaries are published and ahead of Council decisions.

### STAY IN THE LOOP



#### REGISTER:

at Shape Lake Mac to receive our monthly e-newsletter with opportunities to engage with our projects.



#### CONTACT US:

to update your details and receive post or email notifications about planning and development projects in your area.