

# Community Engagement Charter

This Community Engagement Charter outlines the City of Canterbury Bankstown's commitments to community engagement.

Informed by community feedback received during Council's 2023 Community Engagement Review, it establishes six principles that will guide our engagement with residents, businesses and other stakeholders.

| Principle                                                                                                | Commitment statement                                                                                                                                                                                                         |
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| <b>Timely</b><br>       | We engage as early as possible to provide opportunities for influence and to identify issues.                                                                                                                                |
| <b>Open</b><br>       | We are open about how community feedback has influenced decisions. There may be occasions where Council makes decisions that don't reflect community sentiment. When this happens Council will communicate openly about why. |
| <b>Clear</b><br>      | We clearly communicate why we are engaging. We strive to communicate clearly on what can and can't be influenced.                                                                                                            |
| <b>Accessible</b><br> | We use a range of engagement methods, plain language, translation and interpretation services and accessibility tools to support participation from across our community.                                                    |
| <b>Responsive</b><br> | We report back to our community, providing a summary of community feedback.                                                                                                                                                  |
| <b>Inclusive</b><br>  | We strive to hear views from across our diverse community, actively working to engage under-represented and vulnerable individuals and groups to support their participation.                                                |

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Here are some examples of what this looks like in practice:

| Principle                                                                                                | Example                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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| <b>Timely</b><br>       | <p>Where Council is planning to do a significant play space upgrade, we will plan the engagement as early as possible so that the community can have more influence on the project (e.g. select play equipment preferences). This is instead of coming to the community with the final play space design.</p>                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Open</b><br>         | <p>Where Council makes decisions that are not reflective of community feedback on a project, we will communicate openly about why (e.g. with an update on Have Your Say).</p> <p>Some examples might be:</p> <ul style="list-style-type: none"> <li>• If during a play space engagement there were community requests for additional play equipment, but Council was not able to meet this request due to funding restrictions</li> <li>• If during an engagement on a road safety project, there were multiple community members who requested Council remove an existing pedestrian crossing and Council did not meet this request due to pedestrian safety concerns</li> </ul> |
| <b>Clear</b><br>      | <p>We strive to clearly communicate why we're engaging and what can or cannot be influenced by the community.</p> <p>For example, if engaging on an initial concept design for a new play space, Council may be asking the community about what types of play equipment they would like and what else they would like to see in the space (e.g. more plants, seating, a barbeque). All these things can be influenced by the community. However, the location of the play space is not something that the community can influence. Council will communicate these differences clearly.</p>                                                                                        |
| <b>Accessible</b><br> | <p>Across our engagement projects, we will strive to use a range of engagement and promotional activities (e.g. Have Your Say digital engagement, social media, pop ups, flyers) to get the word out.</p> <p>We will also use other tools to enable greater access (e.g. translated information, UserWay web accessibility).</p>                                                                                                                                                                                                                                                                                                                                                  |
| <b>Responsive</b><br> | <p>After the engagement we will provide an update to the community on Council's digital engagement platform, Have Your Say (<a href="https://haveyoursay.cbcity.nsw.gov.au">https://haveyoursay.cbcity.nsw.gov.au</a>). This update will provide a summary of:</p> <ul style="list-style-type: none"> <li>• The engagement and promotional activities used</li> <li>• The feedback received</li> <li>• The engagement outcomes and decisions</li> </ul>                                                                                                                                                                                                                           |
| <b>Inclusive</b><br>  | <p>We will strive to identify and contact under-represented groups in our community to actively hear their voices and support their engagement (e.g. multicultural organisations, schools).</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |