

COUNCIL POLICY

Community Consultation	Document No:	CPL10.2
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	Approved By:	Council
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Responsible Officer: Manager Corporate Strategy and Property Services	Version No:	01
Authorising Officer:		Chief Executive Officer

1. PURPOSE

The purpose of the Community Consultation Policy is to outline the principles and processes used by Council to ensure effective consultation with the community.

2. SCOPE

This policy relates and applies to all forms of consultation conducted by Officers and consultants / agencies acting on behalf of the City of Greater Geelong, including:

- The planning, delivery or evaluation of any community consultation activity.
- Consultation with the community regarding issues, proposals and Council decisions.
- Consultation with key groups in the community.
- Internal consultation within the organisation.

3. REFERENCES

- City Plan
- Research and Consultation Framework
- *CONSULT on CityWeb*
- Community Consultation Management Procedure MPR10.2.1
- Confidential Information Council Policy CPL40.6

4. COUNCIL POLICY

The City of Greater Geelong recognises that effective consultation enables Council to best meet the needs of the community by ensuring that planning and decision making is based on an understanding of the needs and aspirations of the community.

The objectives of effective community consultation are to:

- Enhance decision making – based on a comprehensive understanding of the needs and aspirations of the community.
- Enhance relationships with the diverse community.
- Increase participation by the community in the life of the City and the affairs of Local Governance.

To achieve this Council will:

- Provide the people who live, work and recreate in the Municipality with opportunities to take an active role in shaping the future of the region.
- Adhere to the following broad principles for effective community consultation:
 - Consultation is about participation
 - Consultation involves openness
 - Consultation must be accessible
 - Consultation must have a focus and a purpose
- Implement the following practices:
 - State a clear purpose for consultation
 - Make information readily available
 - Use a range of approaches to consultation including Community Groups
 - Allow enough time to consult effectively
 - Encourage broad participation
 - Listen and respond to all participants
 - Fully utilise resources across the organisation
 - Ensure consultations comply with the requirements of relevant legislation
 - Balance the costs of consultation with the advantages of community participation. In all situations Council is committed to managing all resources effectively and balancing the democratic responsibility to consult with the need to manage the efficient and effective use of resources.

Council will not be in a position to consult in situations where:

- A decision needs to be made quickly – for example relating to an issue of public safety or health.
- A legal, commercial or legislative restriction makes consultation impossible.
- The decisions involved concern routine operational matters.

Consultation will be managed consistently across the organisation and staff will be fully supported and trained to undertake effective consultations through the use of the following resources:

- Research and Consultation Framework
- Consultation Management Procedure
- Planning a Consultation information on CityWeb
- The CONSULT consultation software solution
- Staff from the Corporate Strategy Unit employed to assist all Units undertaking consultation within the community.

5. QUALITY RECORDS

Quality Records shall be retained for at least the period shown below.

Record	Retention/Disposal Responsibility	Retention Period	Location
[Name of consultation] Consultation Plan	Corporate Records/CONSULT	Permanent	Corporate Records
[Name of consultation] Consultation Report	Corporate Records/CONSULT	Permanent	Corporate Records
[Name of consultation] Evaluation Report	Corporate Records/CONSULT	Permanent	Corporate Records

6. ATTACHMENTS

Nil