

POLICY		Responsible Department	Executive
		Original Adoption Date	14.03.2012
		Current Adoption Date	30.07.2026
		Date of Next Review	30.07.2029

COMMUNITY ENGAGEMENT

Latest Review Changes	Update policy name to reflect amendments to s50 & 50A of the <i>Local Government Act 1999</i> as part of the LG Reform. Alignment with the LGA Community Engagement Model Policy
Previous Council Reviews	14.03.12, 27.11.19, 24.01.24

Applicable Legislation

Roxby Downs (Indenture Ratification) Act 1982
Local Government Act 1999, s50 & 50A
Community Engagement Charter

Related Policies

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Related Procedures

Community Engagement Plan Template

Reference Documents

LGA Model Policy
Local Government Association of South Australia Community Engagement Handbook

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1. INTRODUCTION

Roxby Council is committed to open, accountable and responsive decision making, which is informed by effective communication and engagement between Council and the community.

Including communities in decision-making processes is important to the successful development of appropriate and informed decisions and policies by Council.

Council's community includes people who live, work, study, own property, conduct private or government business, visit or use the services, facilities and public spaces and places of Council. Council recognises that a community may be a geographic location (community of place), a community of similar interest (community of interest) or a community of affiliation, practice or identity (such as industry or sporting clubs).

Section 50A of the *Local Government Act 1999* (the Act) requires Council to prepare and adopt a policy relating to community engagement for the purposes of the Act. The policy must be consistent with and comply with any requirements specified by the [Community Engagement Charter](#) (the Charter) (refer page 56 of the *Local Government Act 1999*).

2. POLICY OBJECTIVE

The purpose of this policy is to ensure that Council meets its legislative obligations regarding public consultation by:

- Meeting the requirements set out in the Act and the Charter.
- Using appropriate and cost effective engagement methods which are relevant to the specific circumstances of each decision, activity or process.
- Providing for appropriate participation by the local community, key stakeholders and interested parties.
- Using feedback to enhance decision making.
- Providing information on the reasons for decision or actions of Council, where reasonable and appropriate.

This policy is a statement of Council's general position in relation to community engagement (public consultation), as required under the Act and the Charter.

3. SCOPE

This policy applies to decisions, activities and processes undertaken by the Council, a delegate of Council or a person exercising power on the Council's behalf, where public consultation is required to be undertaken in accordance with the Act, in accordance with the Act, the Charter, or this policy. A reference in this policy to 'Council' includes a reference to a delegate or other person exercising power on the Council's behalf.

The Chief Executive is responsible for the implementation and application of this policy, and where necessary reporting the outcomes of consultations to the Council. The specific delegations made under this Policy are outlined in part 8 of this policy.

4. POLICY STATEMENT

The preparation and adoption of this policy fulfil the Council's obligations to prepare and adopt a policy under section 50(A) of the Act. The following principles in the Charter have been considered in the preparation of this policy:

- community members should have reasonable, timely, meaningful and ongoing opportunities to gain access to information about proposed decisions, activities, processes of councils and to participate in relevant processes;
- information about issues should be in plain language, readily accessible and in a form that facilitates community participation;
- participation methods should seek to foster and encourage constructive dialogue, discussion and debate in relation to proposed decisions, activities and processes of councils;

- participation methods should be appropriate having regard to the significance and likely impact of proposed decisions, activities and processes; and
- insofar as is reasonable, communities should be provided with information about how community views have been taken into account and reasons for decisions or actions of councils.

Council will undertake public consultation in accordance with the Act, the Charter and this policy.

Council may, in its absolute discretion, determine to undertake a step or steps in addition to those set out in this policy in relation to a matter for which it is required by the Act and/or the Charter to undertake public consultation.

However, Council is not required to give prior consideration and/or to determine whether or not to undertake any additional step or steps in relation to such a matter. A well-intentioned engagement that does not generate the anticipated level of engagement is not a breach of this policy.

Council may, from time to time, alter or substitute a new policy, following public consultation.

5. PUBLIC CONSULTATION CATEGORIES

The Charter addresses minimum mandatory community engagement activities for matters where the Act requires public consultation to be undertaken.

The Charter establishes different categories of consultation for matters, as follows:

- **Significant – Annual business plan and rating policy**
 - o Adopting an Annual Business Plan - section 123(3)(b);
 - o Changes to basis of rating, declaring differential rates, imposing a separate rate, service rate or service charge, or changing the basis on which land is valued for the purpose of rating - section 151(5)(e).
- **Significant**
 - o Representation reviews - section 12(7);
 - o Development and review of Strategic Management Plans - section 122(6);
 - o Changes to use of differential rating - section 156(4a)(b);
 - o Revocation of classification of land as community land - sections 194(2)(b);
 - o Community Land Management Plans - adoption - section 197(1);
 - o Community Land Management Plans – significant amendments - section 198(3);
 - o Alienation of community land by lease or license - section 202(2).
- **Standard**
 - o Opening hours and place of principal office - substantial changes - section 45(3);
 - o Community Engagement Policy - section 50A(6)(b);
 - o Council behavioural support policies - section 75F(6);
 - o Access to meetings and documents - section 92(5);
 - o Power to make orders - section 259(2)(b).
- **Local**
 - o Proposed permit or authorisation for alteration or use of a road for business purposes when there are works and traffic impeded for more than 48 hours (with a detour in place) or where no detour will be available - section 223(1);
 - o Proposed planting of vegetation on a road – significant impact - section 232(b).
- **Inform**
 - o Opening hours and place of principal office – minor changes - section 45(3);

- Proposed permit or authorisation for alteration or use of a road for business purposes when there are works and traffic impeded for less than 48 hours and the Council ensures that a detour is in place - section 223(1).

The table in section 7 of this policy sets out the engagement activities that Council will undertake to meet the requirements of each matter for which public consultation must be undertaken in accordance with the Act and the Charter.

6. CONSULTATION METHODS

Council will determine the most appropriate consultation method based on the significance, complexity and community impact of the matter under consideration.

Council may utilise a range of communication and engagement methods to support public consultation, including Council's website, social media platforms, digital notification systems, direct communications, public notices, community meetings and other appropriate engagement tools.

7. CHARTER ENGAGEMENT REQUIREMENTS

Council will comply with the minimum mandatory public consultation requirements for each category of matters set out in the Charter.

The following table sets out the engagement activities that Council will undertake to meet the public consultation requirements in the Act and the Charter.

In circumstances where more than one engagement activity is specified, there is no obligation on Council to utilise all engagement activities in respect of each Charter requirement.

NOTE: This table is to be read in conjunction with section 5. PUBLIC CONSULTATION CATEGORIES above

Charter requirement	Mandatory minimum actions to achieve Charter requirement	CHARTER CATEGORY					Engagement activities
		Significant ABP and Rating Policy	Significant	Standard	Local	Inform	
Website	Publish information about the matter that can be easily found on a Council website.	X	X	X	X	X	Information published on a Council website.
News publication	Publish information about the matter in a local news publication (print where available, but otherwise digital) that circulates in the Council area and is not produced by the Council.	X	X				Information published in a print or digital newspaper, community newsletter or other (non-council) publication circulating in the area of Council.
Consult with the whole Council area	Consider appropriate forms of notifications to the Council area. Consider whether additional information or notification should be made available to the community to bring their attention to the matter and to support participation.	X	X	X			Information published on a social media platform maintained by Council Information made available at Council offices, libraries and/or community centres. Advertisement on, radio station or streaming service broadcasting in Council's area.
Invite submissions	Provide information about how the community can make a submission, including timeframe.	X	X				Engagement material provides information about how the community can make a submission, including the minimum 21 day timeframe for submissions.

Charter requirement	Mandatory minimum actions to achieve Charter requirement	CHARTER CATEGORY					Engagement activities
		Significant ABP and Rating Policy	Significant	Standard	Local	Inform	
Explain decision making process	In material prepared explain what the Council proposes to do, why it proposes to do it, and what it seeks to achieve. Explain how community feedback will inform the Council's decision.	X	X				Engagement material explains what the Council proposes to do, why it proposes to do it, and what it seeks to achieve. Information published explains that feedback received will be taken into account by the Council before making a decision [or such other explanation as to how the feedback will inform the Council's decision].
Seek and consider feedback from the community—significant matters	Consider how best to invite feedback from the community. Provide a minimum community engagement period of 21 days to enable the community to provide feedback. Include a summary of community engagement feedback to the Council ahead of the decision.	X	X				Feedback will be invited by (e.g.) - Written submissions - Completion of survey or questionnaire - Provision of an online response via social media - Attendance in person, by representative or via electronic means at a Council meeting or public meeting Community Engagement period open for a minimum of 21 days Summary of community engagement feedback considered by Council ahead of decision.
Public Meeting	Hold a public meeting where the community is invited to provide submissions (written or verbal) on the matter. The public meeting may be part of a Council meeting or a separate event.	X					A public meeting will be held either as part of a Council meeting, or as a separate event, for the making of written or verbal submissions.

Charter requirement	Mandatory minimum actions to achieve Charter requirement	CHARTER CATEGORY					Engagement activities
		Significant ABP and Rating Policy	Significant	Standard	Local	Inform	
Council meeting invitation	Invite people who have made a written submission to attend a Council meeting to speak to their submission before the decision is made.		X				People who made written submissions will be invited to attend a Council meeting and speak to their submissions before a decision is made.
Seek and consider feedback from the community	Consider how best to invite feedback from the community. Provide information about how community feedback will inform the Council's decision. Ensure an appropriate period of time is provided to enable communities to provide feedback.			X	X		Feedback will be invited by (e.g.) - Written submissions - Completion of a survey or questionnaire - Provision of an online response via social media - Attendance in person, by representative or via electronic means at a Council meeting or public meeting - Attendance in person, by representative or via electronic means at a workshop, focus group or interview Information published indicates that feedback received will be taken into account by the Council before making a decision [or such other information about how the feedback will inform the Council's decision]. Community Engagement period open for a period of [14 days] or such other period as determined by Council.
Consult with local community	Consider appropriate forms of notifications to the area within the Council affected by the Council decision or action. Consider whether additional information or notification				X		- Information published on a social media platform maintained by Council. - Information published in targeted letters or leaflet drops to the area

Charter requirement	Mandatory minimum actions to achieve Charter requirement	CHARTER CATEGORY					Engagement activities
		Significant ABP and Rating Policy	Significant	Standard	Local	Inform	
	should be made available to the local community to bring their attention to the matter and to support participation.						within the Council affected by the Council decision or action. - Information made available at Council offices, libraries and/or community centers in the area within the Council affected by the council decision or action. - Advertisement on radio station or streaming service broadcasting in the area within the council affected by the Council decision or action.
Information to the whole Council area (local community)	Provide information to the whole of the Council's community (local community) if it may be directly affected by the Council decision or action.					X	- Information published on a social media platform maintained by Council. - Information made available at the Council office, library and/or community centers in the local community that may be directly affected by the Council decision or action. - Information published in targeted letters or leaflet drops to local community that may be directly affected by the Council decision or action. - Advertisement on radio station or streaming service broadcasting in Council's area.

8. OTHER DECISIONS, ACTIVITIES AND PROCESSES

Council recognises there may be decisions, activities and processes where the Act and Charter are silent in relation to community engagement, but for which community engagement may nevertheless be appropriate.

Council may undertake community engagement activities for community participation in relation to other decisions, activities or processes of the Council not specified in the Charter at its absolute discretion. However, Council is not required to give prior consideration and/or to determine whether or not to undertake any such steps in relation to these matters.

9. DELEGATION

Specific engagement activities to be undertaken in relation to any particular decision, activity or processes shall be determined on a case-by-case basis, by:

- Council, by resolution;
- the CEO;
- a delegate with the power to undertake community engagement under the Act, the Charter or this policy; or
- a delegate with power to make a decision or undertake an activity or process that requires community engagement under the Act, the Charter or this policy.

Council, the CEO or a delegate is not required by this policy to undertake, or to consider or determine whether to undertake, additional engagement activities or engagement methods. Such a decision is at the absolute discretion of the decision maker.

10. POLICY REVIEW

To ensure Council continues to meet legislative requirements and undertakes effective community engagement, this policy will be subject to periodic evaluation and review. This policy will be subject to review every three (3) years.

11. AVAILABILITY OF THE POLICY

A copy of this policy can be obtained from the Council office, 6 Richardson Place, Roxby Downs during ordinary business hours on request for a fixed fee (refer to [Council's Fees & Charges Register](#)) or downloaded free of charge from Council's website: www.roxbydowns.sa.gov.au.

APPENDIX 1 – COMMUNITY ENGAGEMENT PLAN TEMPLATE

DRAFT

[DRAFTING NOTE: Red text to be deleted] Template Only – this template may be used to assist plan for additional consultation activities under Part 3 of Council's Public Consultation Policy

COMMUNITY ENGAGEMENT PLAN ***(Add Project / Policy Name)***

[Insert Date 20XX]

1. PROJECT / POLICY DETAILS

Project / Policy Title	[Insert title]
Business Unit (ie: Municipal, Roxby Link, Power, Water)	[Insert]
Project / Policy Owner	[Insert name and role]
Responsible Officer	[Insert]
Date	[Insert]
Version	[Insert]
Council Resolution (if applicable)	[Insert]

2. PURPOSE OF ENGAGEMENT

[DRAFTING NOTE: TO BE REMOVED IN FINAL VERSION OF THE PLAN] Briefly describe why engagement is being undertaken.

- *Legislative requirement (if applicable): e.g. section 50A of the Local Government Act 1999 (SA)*
- *Policy development / review / project decision*
- *Strategic alignment*
- *Community impact*

Summary statement:

[Insert 2–3 sentence overview of purpose]

3. PROJECT BACKGROUND

[DRAFTING NOTE: TO BE REMOVED IN FINAL VERSION OF THE PLAN] Provide context for the project.

Current situation / issue

- *Why change or decision is required*
- *Relevant Council resolutions or strategic drivers*
- *Previous engagement (if any)*

Summary statement:

[Insert 2–3 sentence overview of background]

4. ENGAGEMENT OBJECTIVES

[DRAFTING NOTE: TO BE REMOVED IN FINAL VERSION OF THE PLAN] What Council wants to achieve through engagement:

- *Inform the community about [issue/project]*
- *Obtain community views on [options/impacts]*
- *Understand community priorities and concerns*
- *Ensure transparency and compliance with legislative requirements*
- *Strengthen community trust and participation in decision-making*

Summary statement:

[Insert 2–3 sentence overview of objectives]

5. LEGISLATIVE AND POLICY REQUIREMENTS

[DRAFTING NOTE: TO BE REMOVED IN FINAL VERSION OF THE PLAN] Identify all applicable requirements:

- Local Government Act 1999 (SA) (including section 50A where applicable)
- Council Community Engagement Policy
- Any statutory or regulatory obligations
- Other relevant legislation (planning, infrastructure, environmental, etc.)

Summary statement:

[Insert 2–3 sentence overview of requirements]

6. STAKEHOLDER IDENTIFICATION

[DRAFTING NOTE: TO BE REMOVED IN FINAL VERSION OF THE PLAN] Select the applicable elements in the table below:

STAKEHOLDER GROUP		INTEREST/IMPACT		ENGAGEMENT NEED	
☐	Residents	☐	High	☐	Direct Consultation
☐	Businesses	☐	Medium/High	☐	Targeted Engagement
☐	Community Groups	☐	Medium	☐	Focus Groups / Submissions
☐	Staff	☐	Internal	☐	Operational Input

7. LEVEL OF ENGAGEMENT (IAP2 FRAMEWORK)

[DRAFTING NOTE: TO BE REMOVED IN FINAL VERSION OF THE PLAN] Select from the options below

- ☐ Inform
- ☐ Consult
- ☐ Involve
- ☐ Collaborate
- ☐ Empower (rare / delegated decisions)
- ☐ Other (please specify)

Rationale:

Explain why this level is appropriate for the project.

8. TIMEFRAME

[DRAFTING NOTE: TO BE REMOVED IN FINAL VERSION OF THE PLAN] Provide an outline of the timeframe for planning, delivering, and reporting on the community engagement for the project. The time required to successfully plan, implement, and report on an engagement project is generally proportionate with project complexity. Some consultation techniques will require a greater time commitment from staff in order to deliver them successfully. The consultation approach needs to fit within the overall timeframe associated with the project. [Refer section 7. Level of Engagement]

[Drafting Note] Please update table with relevant timeframes for your consultation, the below are examples only.

Engagement Level / Project Complexity	Typical Engagement Activities	Indicative Minimum Timeframe	Key Considerations
Inform <i>Low complexity / low community impact</i>	Public notices, website updates, fact sheets, social media posts, media releases	1–2 weeks	Appropriate for operational matters, minor projects, or where legislation only requires public notification.
Consult <i>Moderate complexity or community interest</i>	Surveys, written submissions, online engagement, public exhibition, drop-in sessions	2–4 weeks	Allows sufficient time for the community to review information and provide feedback. Consider school holidays, public holidays, and accessibility requirements.
Involve <i>Higher complexity or broader community impact</i>	Workshops, stakeholder meetings, focus groups, community forums	4–6 weeks	Additional time may be required to engage affected stakeholders and incorporate iterative feedback processes.
Collaborate <i>Complex or strategically significant projects</i>	Advisory groups, co-design workshops, facilitated engagement programs	6 weeks or longer	Requires significant planning, facilitation, and reporting resources. Multiple engagement stages may be required.
Legislated Consultation Processes	Annual Business Plan & Budget, Strategic Plan, Community Land Management Plans, representation reviews, and other statutory consultations	In accordance with legislative requirements	Must comply with relevant provisions of the Local Government Association of South Australia guidelines and the <i>Local Government Act 1999</i> (SA), including prescribed public consultation periods where applicable.

9. ENGAGEMENT APPROACH AND METHOD

Tools and techniques to be used:

Methods (select as appropriate)

- ☐ Online survey
- ☐ Public submissions
- ☐ Community drop-in sessions
- ☐ Workshops / focus groups
- ☐ Targeted stakeholder meetings
- ☐ Social media engagement
- ☐ Council website updates

- ☐ Hard copy consultation (if required)

Accessibility considerations

- ☐ Plain English materials
- ☐ Multiple formats (online + paper)
- ☐ Accessibility compliance
- ☐ Translation support if required

10. ENGAGEMENT TIMELINE

[Drafting note: to be removed in final version of the plan] Timelines must be clearly defined, realistic, and integrated into project planning. Engagement phases must allow adequate time for meaningful participation and align with Council reporting cycles.

PHASE	ACTIVITY	DATES
Preparation	Develop Materials	[Insert]
Consultation	Public Engagement Period	[Insert 21–28 Days Or More]
Analysis	Review Submissions	[Insert]
Reporting	Council Report Preparation	[Insert]
Decision	Council Consideration	[Insert]

11. COMMUNICATIONS PLAN

[DRAFTING NOTE: TO BE REMOVED IN FINAL VERSION OF THE PLAN] A structured communications plan must be developed early, ensuring consistent messaging across all channels. Communication activities must be documented, targeted, and sufficient to support informed community participation.

Key messaging:

- *What is happening*
- *Why it matters*
- *How to participate*
- *Closing date*

CHANNEL	PURPOSE
Council Website	Primary information hub
Social Media/Antenno	Awareness and Reminders
Local Media	Public Notice (if required) (refer to section s50A of the LG Act and Section 6. Charter Engagement Requirements of the Community Engagement Policy)
Email Lists / Newsletters	Direct engagement
Physical Noticeboards	Hard-to-reach audiences

12. BUDGET AND RESOURCING REQUIREMENTS

[DRAFTING NOTE: TO BE REMOVED IN FINAL VERSION OF THE PLAN] Effective community engagement requires appropriate planning, resourcing, and budget allocation proportionate to the scale, complexity, risk, and statutory requirements of the project, policy, strategy, or decision being considered and therefore:

- *Community engagement activities must be appropriately planned and resourced as part of the overall project budget.*
- *Budget requirements may include advertising, printing, signage and corflutes, venue hire, event costs, survey tools, consultant services, administration, reporting, and other engagement-related expenses.*

- The scale and cost of engagement will generally increase in line with the complexity, risk, public interest, or legislative requirements of the project or policy.
- Engagement activities must remain proportionate, financially responsible, and aligned with Council's approved budget, procurement requirements, and available resources.
- Sufficient resources should also be allocated to analyse feedback, prepare engagement reports, and communicate outcomes to stakeholders and the community

13. RISK ASSESSMENT

[DRAFTING NOTE: TO BE REMOVED IN FINAL VERSION OF THE PLAN] Consider risks associated with the community engagement and plan to minimise and mitigate the impacts. Potential risks include:

- Balancing individual views with broader community views.
- Community satisfaction.
- Failing to understand community sentiments on a project.
- Impacts associated with project delays.
- Media interest.
- Reputational risks.

[Drafting Note: to be deleted in final version of the plan] Staff expectation: Risks must be proactively identified, assessed, and documented, including reputational, legal, operational, and engagement risks. Mitigation strategies must be practical, implemented early, and monitored throughout the engagement process.

RISK	LIKELIHOOD	CONSEQUENCE	MITIGATION
[Insert]	[Insert]	[Insert]	[Insert]
[Insert]	[Insert]	[Insert]	[Insert]
[Insert]	[Insert]	[Insert]	[Insert]
[Insert]	[Insert]	[Insert]	[Insert]

[Drafting Note: to be deleted in final version of the plan]

EXAMPLE OF RISK ASSESSMENT

RISK	LIKELIHOOD	CONSEQUENCE	MITIGATION
Low Participation	Medium	Medium	Broad promotion, multiple channels
Legal Non-Compliance	Low	High	Align with act and Policy
Misinterpretation Of Proposal	Medium	Medium	Clear communications
Stakeholder Dissatisfaction	Medium	Medium	Transparent process

14. DATA COLLECTION AND PRIVACY

Details of how and what data will be collected:

How submissions will be collected	
Storage of data	
Privacy compliance requirements	
De-identification (if reporting publicly)	
Freedom of Information considerations	

15. EVALUATION AND REPORTING

How engagement will be assessed:

Number of participants/submissions	
Key themes and sentiment analysis	
Demographic reach (if collected)	
Effectiveness of methods used	
Lessons learned for future engagement	

16. DECISION-MAKING PATHWAY

Details on the decision pathway:

How feedback will be used	
Who considers submissions (officer/Council)	
How Council will be provided with summary report	
How engagement outcomes influence final decision	

17. REPORTING TO COUNCIL

A post-engagement report will include:

- A post-engagement report will include:
- Summary of engagement activities
- Analysis of submissions
- Key issues raised
- Officer response/recommendation
- Final proposed decision or amended policy/project

18. APPROVAL

Approval for the community engagement approach.

ROLE	NAME	SIGNATURE	DATE
Project Owner			
Manager (Delete line if not required)			
CEO			

OPTIONAL ATTACHMENTS *[Drafting Note: delete options not applicable]*

- Draft consultation materials
- Survey questions
- Information sheets
- Maps / plans
- Council resolution initiating engagement

NOTES FOR USE (AUDIT DEFENSIBILITY) *[Drafting Note: to be deleted in final version of the plan]*

This template is designed to ensure:

- *Demonstrable compliance with section 50A of the Local Government Act 1999 (SA)*

- *Alignment with IAP2-based engagement principles (LGA SA Handbook)*
- *Clear decision trail from engagement → analysis → Council decision*
- *Evidence of procedural fairness and transparency*
- *Documented risk and communication planning suitable for audit review*