

Queensland Local Government and Community Engagement

A presentation to the
Local Government Community Services Association
Australia (LGCSAA)
Just Communities Conference
October 2005



This workshop
will explore how Queensland Local
Government is contributing to building Just
Communities by applying the LGAQ
Community Engagement Framework

We would like to acknowledge our partners: International Association of Public Participation (IAP2),
Queensland Government, Twyford Consulting, Queensland Councils.



Your presenters

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Why?

Some background

- Local Governance agenda - link to CE
- Legislative requirements
- Putnam's visit 2001
- *'What Makes Communities Tick?'* Social Capital Action Research project 2003/4.
- Community attitude surveys



Framework Components

- Definition
- Discussion Paper
- Position Paper
- Policy Position
- Training
- Guiding Team
- Champions Program
- On line tools
- Internal audit
- Review



LGAQ Policy Position

2.3 COMMUNITY ENGAGEMENT

2.3.1.1 Local Government recognises that community engagement is vital to the democratic process and contributes to building balanced healthy communities.

2.3.1.2 Local Government understands community engagement contains the core elements of information, consultation and participation.

2.3.1.3 Local Government will apply the core elements of community engagement, where appropriate, to facilitate meaningful community involvement in the decision-making process



Information:

To provide the public with balanced and objective information on decisions, policies, plans and strategies.

Consultation:

To obtain public feedback on analysis and alternatives to inform a decision.

Participation:

Is made up of several parts...

Involvement: To work directly with the public so that community concerns are consistently understood and considered.

Collaboration: To partner with the public in each aspect of the decision process - including the development of alternatives and a solution.

Empowerment/delegate: To place a final decision in the hands of the community.



IAP2 Public Participation Spectrum

Developed by the International Association for Public Participation

INCREASING LEVEL OF PUBLIC IMPACT

INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
Public Participation Goal:	Public Participation Goal:	Public Participation Goal:	Public Participation Goal:	Public Participation Goal:
To provide the public with balanced and objective information to assist them in understanding the problems, alternatives and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public issues and concerns are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision-making in the hands of the public.
Promise to the Public:	Promise to the Public:	Promise to the Public:	Promise to the Public:	Promise to the Public:
We will keep You informed.	We will keep you informed, listen to and acknowledge concerns and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and issues are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for direct advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.
Example Tools:	Example Tools:	Example Tools:	Example Tools:	Example Tools:
<ul style="list-style-type: none"> ● Fact sheets ● Web Sites ● Open houses 	<ul style="list-style-type: none"> ● Public comment ● Focus groups ● Surveys ● Public meetings 	<ul style="list-style-type: none"> ● Workshops ● Deliberate polling 	<ul style="list-style-type: none"> ● Citizen Advisory Committees ● Consensus-building ● Participatory decision-making 	<ul style="list-style-type: none"> ● Citizen juries ● Ballots ● Delegated decisions

Key message to elected members

- IT IS NOT about giving away power
- IT IS about making best quality decisions
- IT IS NOT about doing more
- IT IS about everyday operations



Key messages for practitioners

- Identify purpose
- Scope issue across Council- send a clear message
- Determine level of community influence
- PLAN and continuously evaluate



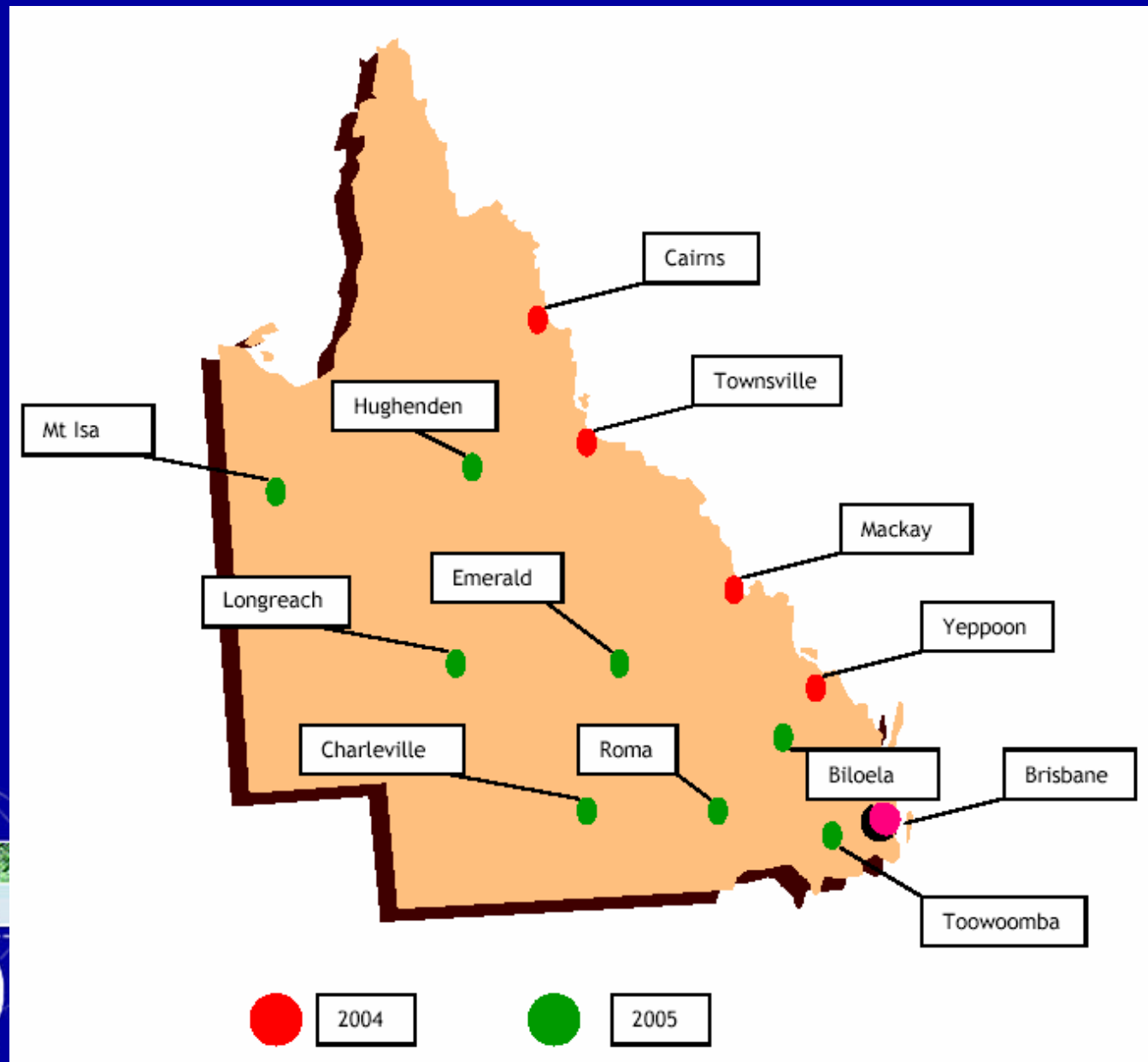
Training

Nearly 400 have attended CE Workshops

- All parts of the State
- Cross Council
- Local champion
- State government
- Peak bodies/community



Where have we been?



Guiding Team

Multidisciplinary

- CEOs
- Elected members
- Officers
- State Government: DLGP, Communities, Main Roads
- Peak associations: Engineers, Planners, LG Managers, Accountants



Champions

Is a practitioner within a Council

- Peer selection
- Training role
- Tips and case studies
- Review



Web site

www.lgaq.asn.au

- Lives in GOVERNANCE
- Tools, case studies, examples plans, techniques (ranked along spectrum)



Internal audit

- Get your own house in order
- Rank ourselves along spectrum
- Rethink of other aspects of business
 - Training (LG diplomas)
 - Environment
 - Economic



What needs to be happening to make it work well?

- Understand why you are doing it
- Organisational commitment/Leadership
- Know your community
- Relationships/partnerships
- A plan



Over to you...

- In this next section we want you to work in groups to answer the questions as they relate to the scenario...



And now....

What did you come up with?



Important Questions

- What is the issue/decision to be made/problem to be solved?
- How would you frame this question?
- What are some of the things you would want to achieve from engaging the community?
- What are some of things you want to avoid?



And so....

What are you going to do now?



For further information

International Association of Public Participation

www.iap2.org.au

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