

COMMUNITY ENGAGEMENT STRATEGY

2022-2026



A vibrant rainbow arches across a dramatic, cloudy sky, spanning from the left side of the frame towards the right horizon. Below the rainbow, a lush green valley unfolds, featuring rolling hills and a dense forest of trees. In the foreground, a herd of sheep is grazing on a grassy slope. The overall scene is bathed in the warm, golden light of late afternoon or early morning, creating a serene and majestic atmosphere.

Acknowledgment of Country

Snowy Monaro Regional Council acknowledges the Traditional Custodians of the region's land and water: the Ngarigo, Walgalu, Southern Ngunnawal and Bidawal Peoples.

We pay our respects to Elders past, present and emerging.

Record of Versions

Version	Date Published	Reason for Amendments	Resolution	Author/Document Owner
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2.0	24/10/2022	Revisions post Councillor feedback	290/22	Communications
3.0	20/02/2023	Revisions post Councillor workshop and IAP2 specialist review		Communications

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Introduction

The purpose of the Community Engagement Strategy is to improve our engagement through a framework to guide how we involve and listen to our Snowy Monaro community. This will assist to shape our region's aspirations, build foundations for our community and provide opportunities for all voices to be heard. Our goal through this framework is to achieve meaningful planning and service delivery outcomes that reflect our community's priorities and needs.

This document sets out the expected levels and methods of engagement that Council will undertake over the next four years. This strategy will be implemented in line with our Community Participation Plan (Appendix).

Our five corporate values form the foundation on which our Community Engagement Strategy is built. This strategy will play a key role in Council achieving our vision of being a *trusted community partner*.

Strategy vision

The purpose of the Community Engagement Strategy is to provide a framework to guide how we involve and listen. Through clear and meaningful community engagement, Snowy Monaro Regional Council will seek out, create and facilitate opportunities for community members to provide input, be heard and, through their participation, shape our collective future in a meaningful and tangible way.

We will report back to our community on what we hear to show how your engagement leads to tangible action that reflects the needs and priorities of our community.

We aim to ensure that everyone across our region receives reliable and timely information on which to base their views and opinions. Put simply: you'll get the information you want, when you want it, and when you speak with us, what you say will matter. Our role is to facilitate a constructive two-way avenue of communication between Council and our community, partnering together to build a better future for the region.

Values guiding engagement

Snowy Monaro Regional Council is committed to providing meaningful consistent community engagement that is guided by and reflects IAP2 Core Values, each of which complement our organisations corporate values.

IAP2's Core Values

- ➔ 1. Public participation is based on the belief that those who are affected by a decision have a right to be involved in the decision-making process.
- ➔ 2. Public participation includes the promise that the public's contribution will influence the decision.
- ➔ 3. Public participation promotes sustainable decisions by recognising and communicating the needs and interests of all participants, including decision makers.
- ➔ 4. Public participation seeks out and facilitates the involvement of those potentially affected by or interested in a decision.
- ➔ 5. Public participation seeks input from participants in designing how they participate.
- ➔ 6. Public participation provides participants with the information they need to participate in a meaningful way.
- ➔ report back to the community on the results of engagement activities
- ➔ 7. Public participation communicates to participants how their input affected the decision.

Council's corporate values

Solutionary	<ul style="list-style-type: none"> ➔ Collaborate with others to find solutions ➔ Proactively draw on other people's knowledge, skills and experience ➔ Experiment with different ways of doing things
Together	<ul style="list-style-type: none"> ➔ Include others and keep them in the loop ➔ Cooperate positively and do our part ➔ Be helpful inside and outside the organisation
Accountable	<ul style="list-style-type: none"> ➔ Honest and own successes and failures ➔ Transparent and work to the best of our ability ➔ Receptive to constructive feedback
Innovative	<ul style="list-style-type: none"> ➔ Look for better ways to complete our work ➔ Willing to learn new things ➔ Review what we've done to find improvements for the future next time
Caring	<ul style="list-style-type: none"> ➔ Respectful of other people ➔ Appreciate other people and give praise where praise is due ➔ Show a genuine interest in others

Community engagement principles

Snowy Monaro Regional Council is committed to providing meaningful consistent community engagement that will be proactive and accessible through a diverse range of mediums.

We aim to:

- participate in meaningful, accessible and diverse engagement that has outcomes and actions measured both internally and externally
- provide a well-coordinated planned approach to engagement
- monitor and review our engagement practices to ensure they stay relevant in meeting our community's needs and expectations
- connect with and listen to our community
- build and maintain relationships with all of our region's stakeholders
- identify not only those who are engaged, but those who may be impacted
- report back to the community on the results of engagement activities
- keep on top of best practices by recognising and responding to trends and behaviour changes to remain not only connected with the community, but to learn and improve how we engage

Our region

We are a region that is proud of its history. The Snowy Monaro Regional Council acknowledges that Aboriginal people – the Bidjahal, Ngarigo, Walgalu and Southern Ngunnawal – are the original inhabitants and remain the custodians of the land on which we live and work.

We are a culturally diverse region, thanks in part to the Snowy Scheme that saw more than 100,000 people from over 30 countries flock to the region to work on one of the civil engineering wonders of the modern world. To this day, our region enjoys the many benefits of our multicultural society, with the number of countries, ethnic backgrounds, language groups and people continuing to grow.

The Snowy Monaro region is home to *21,659 people and reflects a degree of cultural diversity that has its roots in agriculture, early gold mining, the Snowy Mountains Scheme, timber logging and tourism.

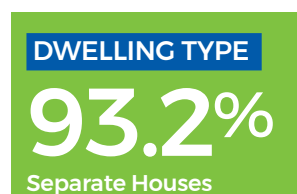
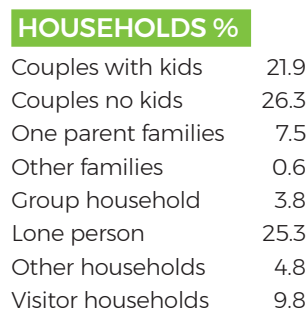
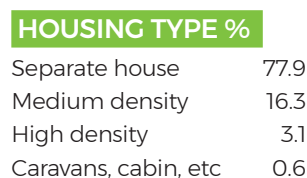
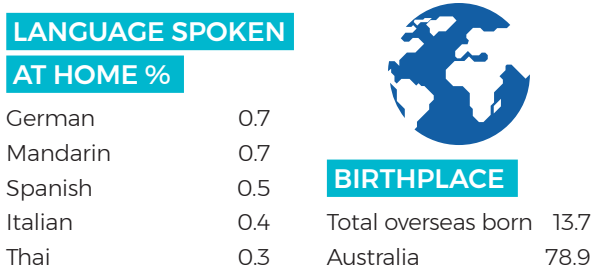
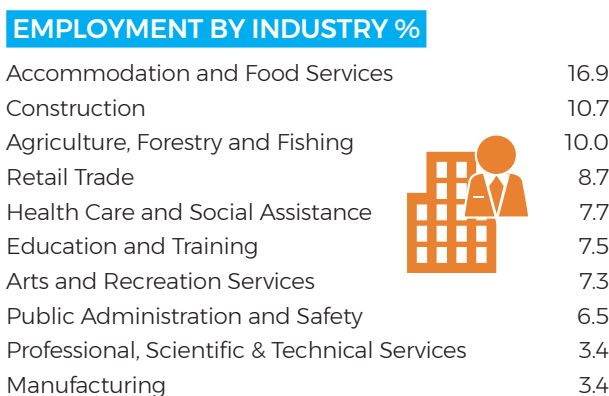
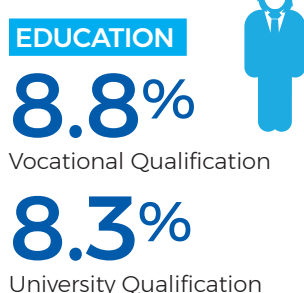
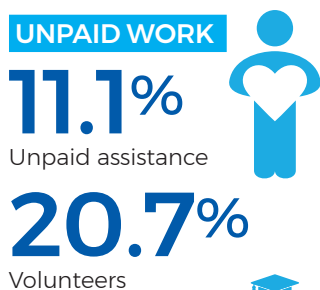
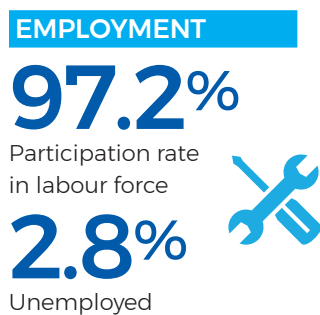
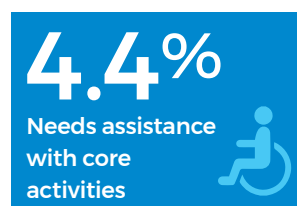
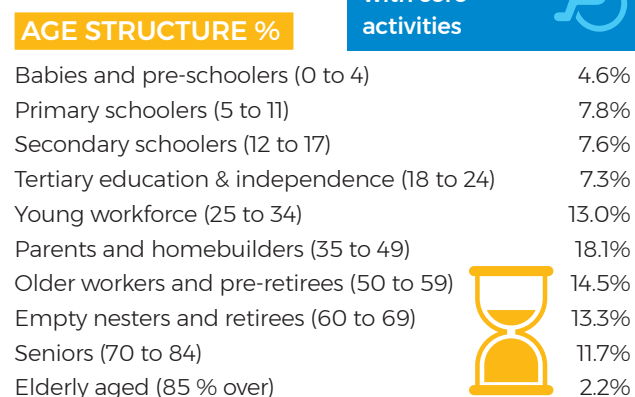
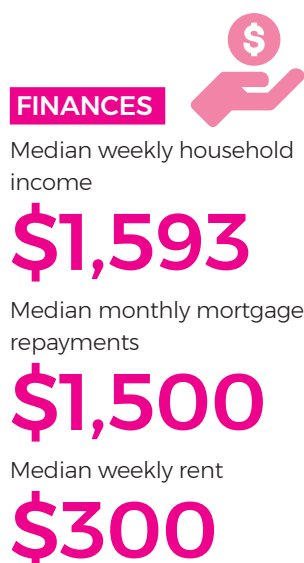
The region covers 15,162 square kilometres with major urban areas surrounded by rolling plains and mountain ranges. While Council's head office is located in Cooma, an additional three locations, in Berridale, Bombala and Jindabyne, provide services to our community.

The Snowy Monaro region has always been a place where people have recognised opportunities and worked hard to realise them. It is a place of great potential but there are challenges that we must tackle. Population and demographic change is one such challenge. We must properly accommodate and care for an increasingly older and diverse population, while welcoming newcomers and meeting the needs of this new and diverse community.

*Population data as of the 2021 Australian Census, residents who note this region as their usual place of residence.

Our community

This information is a snapshot from more comprehensive Census 2021 data.



Community engagement practices

Council is committed to our engagement practices of delivering communication aligned to the [International Association of Public Participation \(IAP2\)](#) principles of the Public Participation Spectrum. The Code of Ethics for Public Participation Practitioners supports and reflects IAP2's Core Values for the Practice of Public Participation. The Core Values define the expectations and aspirations of the public participation process.

This table is based on the IAP2 Spectrum of Public Participation. IAP2's Public Participation Spectrum is designed to assist with the selection of the level of participation that defines the public's role in any community engagement program.

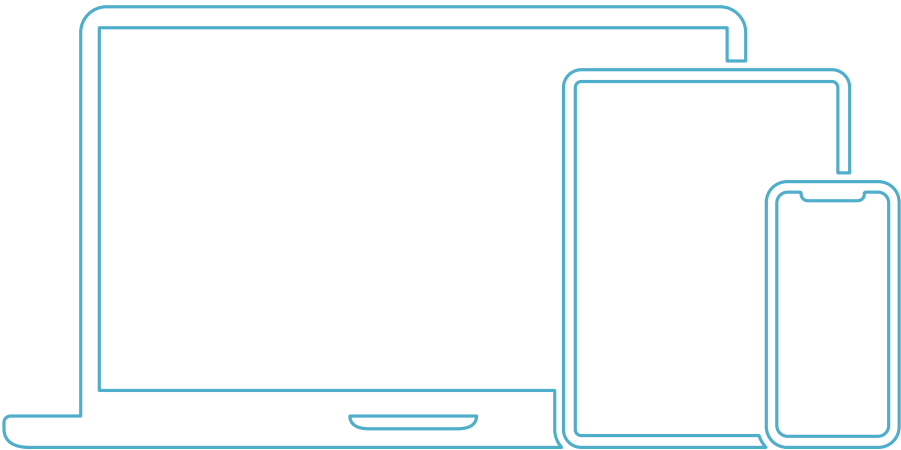
The Spectrum shows that differing levels of participation are legitimate depending on the goals, time frames, resources and levels of concern in the decision to be made. However, and most importantly, the Spectrum sets out the promise being made between Snowy Monaro Regional Council and our community at each participation level.

Increasing impact on the decision → → →					
	Inform	Consult	Involve	Collaborate	Empower
Public Participation Goal	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives opportunities 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 concerns and aspirations 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	We will keep you informed	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced decision	We will look to you for 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

**This information is sourced from the from the IAP2 Public Participation Spectrum*

Roles and responsibilities

Roles and responsibilities	
Mayor and Councillors	Demonstrate commitment to community through effective engagement including liaison with community, collaboration and contribution to engagement. Establish partnerships while representing and advocating for the best interests of the community.
CEO	Ensure compliance with legislative obligations, oversee adequate delegation and endorse initiatives that are appropriate and inclusive.
Employees	Ensure planned processes are consistent, aligned with relevant regional, state and federal equivalents and delivered in alignment with Council's values. Report back on how data collected through engagement has influenced the decision. Regularly monitor and evaluate the effectiveness of processes.
Community	Openly and actively participate in a variety of engagement opportunities. Provide respectful contributions through various means to ensure the community's voice is heard in decision-making activities. Deliver feedback on practices or process where improvements are identified.



Risk and opportunities

Council will advise the community on the negotiable elements for each project, asking for input on community expectations. At times, there will be occasions where community engagement cannot define the outcome of the decision making due to (but not limited to):

- ➔ legislation and compliance
- ➔ budget, revenue and funding stipulations
- ➔ work, health and safety
- ➔ procurement

- Council incorporates IAP2's Code of Ethics into our
- actions, and will provide the community with a clear
- understanding of the guiding principles and how
- these will be defined alongside social justice principles
- identified as:
- ➔ access and rights
- ➔ equality and diversity
- ➔ participation and supportive environments
-
-

IAP2 Code of Ethics

1. Purpose	We support public participation as a process to make better decisions that incorporate the interests and concerns of all affected stakeholders and meet the needs of the decision-making body
2. Role of practitioner	We will enhance the public's participation in the decision-making process and assist decision-makers in being responsive to the public's concerns and suggestions
3. Trust	We will undertake and encourage actions that build trust and credibility for the process among all the participants
4. Defining the public's role	We will carefully consider and accurately portray the public's role in the decision-making process
5. Openness	We will encourage the disclosure of all information relevant to the public's understanding and evaluation of a decision
6. Access to the process	We will ensure that stakeholders have fair and equal access to the public participation process and the opportunity to influence decisions
7. Respect for communities	We will avoid strategies that risk polarising community interests or that appear to "divide and conquer"
8. Advocacy	We will advocate for the public participation process and will not advocate for interest, party, or project outcome
9. Commitments	We ensure that all commitments made to the public, including those by the decision-maker, are made in good faith
10. Support of the practice	We will mentor new practitioners in the field and educate decision-makers and the public about the value and use of public participation

Encouraging conversations

Adhering to IAP2 Core value #6: We will ensure that stakeholders have fair and equal access to the public participation process and the opportunity to influence decisions. Council's core delivery principle for engagement is inclusive and equity centred.

To bring this principle to life, where possible, Council is committed to ensuring open access through:

- Use of accessible venues
- Promotion of accessibility options
- Ensuring a range of engagement methods are used
- Provision of easy read materials or direct support to interpret documents
- Choose venues that are safe, in visible and public locations and directly accessible

It is critical to note that this list is by no means exhaustive and is designed to provide a guide for engagement delivery. When designing individual engagement programs Council will consider the individual context and impacted and interested groups to ensure IAP2 Core Value #6 can be met.

CHILDREN

- Use clear and informal language, free from jargon and acronyms
- Avoid potentially intimidating techniques and venues
- Inform young people about what Council does

YOUNG PEOPLE

- Use clear and informal language, free from jargon and acronyms
- Consider incentives
- Choose venues accessible to public transport
- Use existing relationships (eg. children and youth services)

WOMEN

- Use clear and informal language, free from jargon and acronyms
- Consider venue options that are appropriate
- Consider timing and childcare needs

OLDER PEOPLE

- Use clear and informal language, free from jargon and acronyms
- Use large print
- Choose accessible venues
- Consider transport options
- Use existing relationships

ABORIGINAL PEOPLE

- Use clear and informal language, free from jargon and acronyms
- Invite and encourage involvement of respected elders
- Use existing relationships (eg. Aboriginal Liaison Officer and Aboriginal Community Reference Group)

PEOPLE WITH A DISABILITY

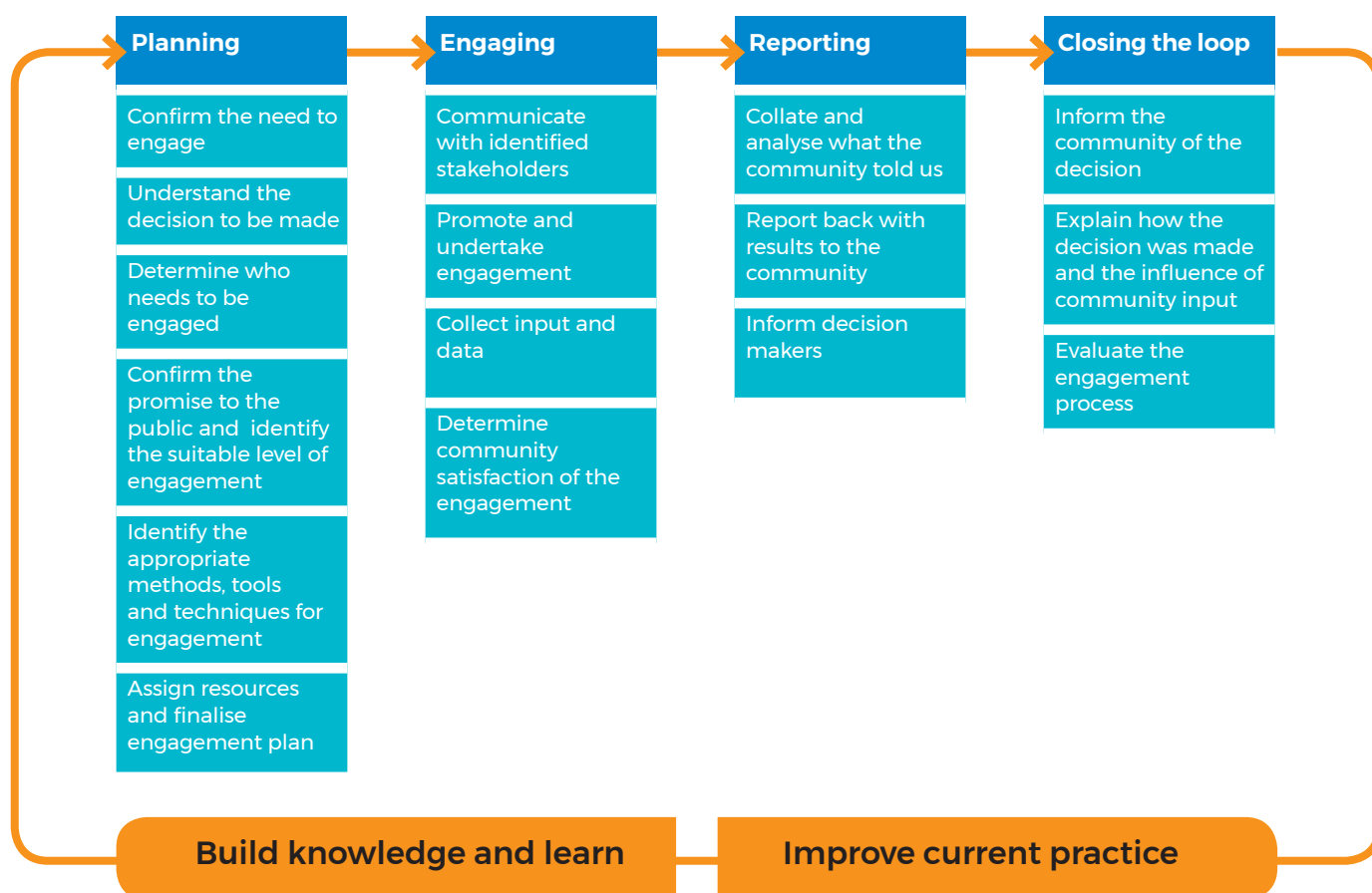
- Use clear and informal language, free from jargon and acronyms
- Avoid activations that require long periods of concentration
- Encourage participants to bring support person
- Consider information format
- Ensure adequate lighting
- Be on the same level
- Avoid or reduce background noise whenever possible
- Repeat and rephrase as required
- Consider Auslan Interpreter Service

CULTURALLY DIVERSE COMMUNITY

- Use clear and informal language, free from jargon and acronyms
- Consider use of interpreters
- Translate printed material
- Respect cultural differences
- Invite respected community leader
- Consider dietary requirements

Community engagement process

Our region follows the below process when implementing community and stakeholder engagement. This ensures a planned process that is consistent and aligned with our principles for community engagement.



High impact

There is a high level of impact or risk (perceived or real) on the region as a whole, or a section of the community. There is potential for any decision to create controversy and/or have varying levels of acceptance within the community.

Medium impact

There is a medium level of impact or risk (perceived or real) on the region as a whole or a section of the community. It is likely that the decision will be accepted by the majority of the community impacted; however the decision may be an inconvenience for some sections of the community.

Low impact

There is a low level of impact or risk (perceived or real) on the region as a whole or a section of the community. It is likely that the decision will be widely accepted by the community and seen as having positive outcomes or being required.

Community Engagement Plan

In preparing for engagement, Council aims to involve inclusive conversations in our communities, including those community members who may require alternate considerations, such as those with a disability, women, young people, older people, working families, remote living (connectivity limitations) and culturally diverse communities.

Stakeholder identification	
Community	For community wide-issues, providing general information, eg. rates and property matters.
Elected Representatives	Local, State and Federal representatives act as advocates for the people in a wide variety of matters. Councillors are an important connection point/source with our community.
Other Government Agencies	Council has a large advocacy role to play in advising other levels of Government of the needs and expectations of the community.
Business and industry	In matters where Chamber of Commerce, local business or industry group representatives are active and can provide information regarding the needs of the business community.
Service users	Park and recreational users, travellers and visitors, waste facility users, contractors or suppliers, tourists, libraries and halls.
Specific target groups	Specific groups may be targeted for their expertise in certain areas; these could include age or gender specific, cultural, Aboriginal and Torres Strait Islander, disability, environmental and sporting groups.
Interest groups	Relevant groups or committees (community or social) comprising local residents should be consulted in relation to their particular interest areas and needs.
Employees	For projects and issues that may impact or influence service or operational delivery of other departments, opportunities exist to integrate program delivery and share knowledge and expertise to add value to the process. Employees in most instances are also residents of the Snowy Monaro region and as such, are an important connection with our community.

Once Council reviews collated data from engagement activities, there will be different levels of community sentiment delivered on the commitment, with outcomes that will be reported as:

Risk level	Outcome
High risk	Varying levels of community perception or potentially controversial.
Medium risk	Accepted by most of the community, additionally recognising some community members were not supportive.
Low risk	Widely accepted and supported through the community.

For our community, we will provide various levels of in-person and digital engagement with appropriate innovative cost-effective activities to facilitate conversations with key stakeholders and targeted audiences in our community.

Engagement Method	Inform	Consult	Involve	Collaborate
Drop-in/pop-up sessions/stalls	✓	✓	✓	
Community meetings	✓	✓	✓	
Information & briefing sessions	✓			
Workshops or focus groups	✓	✓	✓	✓
Media: Newspaper articles, media release or public notices and advertisement, radio, etc.	✓			
Printed promotional material – brochures, flyers, letters, posters, rates inserts, newsletters and static display	✓			
You Say Snowy Monaro website – survey, quick polls, forum, budget simulation or mapping tools	✓	✓	✓	✓
Council Website	✓			
Social media	✓			
eNewsletter – digital production fortnightly distribution	✓			
Email – direct or via communications/industry groups	✓			
SMS message – emergency only	✓			

The following Stakeholder Analysis Matrix example outlines the proposed community engagement approach including target group, level of engagement, interest, influence and impact expected. This is one of the tools used to inform our engagement plans, which will remain flexible to allow for new opportunities to reach our diverse community, their changing needs and add value to our engagement process.

Stakeholder Analysis Matrix Template

Stakeholder group	Role/Connection	Benefits of involvement	Level of interest	Level of influence	Level of impact
Individuals, sectors or known groups. - Chamber of Commerce - community groups/ organisations - youth - media - Councillors - other levels of Government - additional stakeholders as identified	The stakeholders' role and their connection to the project or proposition. What expectation does the stakeholder group have of the organisation in relation to participation, information and involvement in the project? - to be kept informed on the overall progress of the project. - to be involved in providing relevant operating issues.	What the stakeholder group can bring to the project that is of benefit. - to provide feedback on operational aspects of the facility. - to assist in planning appropriate programs. - to assist in providing clarification on issues	What level of interest does the stakeholder group have in the final outcome? - significant level of interest - moderate interest - low interest	What level of influence will the stakeholder group have on the final outcome? e.g. IAP2 Spectrum (Inform, consult, involve, collaborate, empower)	The level of impact that the issue, project or proposition, will have on the stakeholder groups. - signification impact - moderate Impact - low impact

Stakeholder mapping and engagement tools

We continually review and evolve the ways in which we communicate and engage with our community, based on identified needs and evaluation of new and emerging technologies and techniques.

Stakeholder Categories	Drop-in/ Pop-ups	Community meetings	information & briefing sessions	Individual meetings	Workshops	Media	Displayed promotional material	Letter box drop	You Say Snowy Monaro	Council Website	Social media	eNewsletter	Email	Text message / SMS
Whole of community	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Absentee rate payers								✓	✓	✓	✓	✓	✓	✓
Elected representatives		✓	✓	✓	✓								✓	
Other government agencies			✓	✓									✓	
Business and industry		✓				✓	✓	✓	✓	✓	✓	✓	✓	
Service users	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Specific target groups	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Community & interest groups	✓	✓	✓	✓	✓				✓	✓	✓	✓	✓	
Employees	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Preferred methods of engagement

The Snowy Monaro is a geographically diverse region, covering a huge area with a disparate array of terrain, ecology, environments and climates.

The communities in these different areas can – and often do – have vastly different needs, priorities and problems than one another. Our Community Engagement Strategy recognises and celebrates that this geographic diversity is important, and needs to be taken into consideration when planning and executing engagement activities across the region.

METHODS OF ENGAGEMENT

- Drop-in/ Pop-ups
- Community meetings
- Information & briefing sessions
- Individual meetings
- Workshops
- Print media
- Displayed promotional material
- Letter box drop
- You Say Snowy Monaro
- Council Website

Goals

1. Build robust processes and systems to support our communication and community engagement activities
2. Develop a culture of proactive communication and community engagement practices
3. Deliver tailored communication and community engagement to meet the needs of our diverse communities
4. Strengthen Council's relationships with internal and external stakeholders

1. Build robust processes and systems to support our communication and community engagement activities

No.	Action	Timeframe	Measures
1.1	Develop a communications and community engagement toolkit for Council employees	March 2023	<ul style="list-style-type: none"> • Framework developed • Training rolled out throughout the organisation • Communications and Engagement module added to corporate induction process • All engagements close the communication loop with our community by reporting back what was heard
1.2	Develop, implement and promote an internal engagement framework to employees	March 2023	<ul style="list-style-type: none"> • Framework developed • Training rolled out throughout organisation • Communications and Engagement module added to corporate induction process • All engagements close the communication loop with our community by reporting back what was heard
1.3	Review Communications and Social Media Policy	August 2023	<ul style="list-style-type: none"> • Policies adopted
1.4	Develop Crisis Management Media protocol	August 2023	<ul style="list-style-type: none"> • Develop a procedure aligned with external stakeholders
1.5	Develop and implement Council Style Guide and templates	August 2023	<ul style="list-style-type: none"> • Style Guide developed • Templates developed • Branding transitioning in line with new branding
1.6	Audit and catalogue images used across the organisation to ensure consistent level of quality and style	February 2024	<ul style="list-style-type: none"> • Images will be catalogued and easily accessible to internal and external stakeholders
1.7	Develop design guidelines for sub-brands, including how the Council logo will be integrated into materials and assets	August 2024	<ul style="list-style-type: none"> • % completion reported to SMT and ELT quarterly • All branding material reflects Council's Style Guide

2. Develop a culture of proactive communication and community engagement practices.

No.	Action	Timeframe	Measures
2.1	Collaborate between business units to create situational awareness and engagement opportunities	Ongoing	<ul style="list-style-type: none"> • All department are visible in our community • Engagement opportunities continue to increase annually and across more diverse areas • Refer to the stakeholder engagement at monthly business unit meeting, ensuring activities, projects and campaigns are adequate and well planned for • Implemented mechanisms have shifted internal culture in embracing alternate methods of engagement in keeping up-to-date and relevant with digital demands and trends
2.2	Communicate transparently and honestly about the role of Council, our decisions and activities.	Ongoing	<ul style="list-style-type: none"> • Level of influence is clearly communicated to relevant stakeholders throughout processes • 75% of relevant projects have utilised the strategic engagement framework • 80% of project meetings are attended • Increase in positive feedback from the community regarding our engagement activities
2.3	Ensure adequate communication and engagement resources are planned for, and included in, all Council projects, event and activity planning	Ongoing	<ul style="list-style-type: none"> • Provide value to the community by being budget conscious in managing community expectations
2.4	Share news stories and other information with our community through appropriate methods of communication.	Ongoing	<ul style="list-style-type: none"> • Attend 80% of country shows for the year • Attend community events throughout the region as appropriate
2.5	Share news stories and other items of community through appropriate methods of communication	Ongoing	<ul style="list-style-type: none"> • All departments are featured in our eNewsletter at least once a year • Continue to grow of digital audiences • Minimum of twelve internal feature stories shared with employees via internet. – SAM per year
2.6	Engagement success is measured by established metrics to gain, collate and use statistically valid data to ensure accurate representation that is reflective of our community	Ongoing	<ul style="list-style-type: none"> • Engagement data reflects participation from across our region, demographics and stakeholder groups. Level of participation across demographic categories is in-line with verified demographic data
2.7	Ensure a consistent approach to community engagement that is meaningful, inclusive and timely	Ongoing	<ul style="list-style-type: none"> • Update Councillors with progress and results • Evaluate data and report back to the community • All stakeholders will have the opportunity to connect with us through the engagement process

3. Deliver tailored communication and community engagement to meet the needs of our diverse community.

No.	Action	Timeframe	Measures
3.1	Ensure consistent and accessible brand, style, tone of voice and language for council and all of our sub-brands material.	Ongoing	• Awareness and education is implemented through induction and learning lunches
3.2	Maintain and enhance our Your Say Snowy Monaro engagement website	Ongoing	• Site visitation, usage, registration and participation metrics
3.3	Continue to develop Council's website to enhance user experience.	Ongoing	• Site visitation, usage, and participation metrics
3.4	Monitor and evaluate emerging engagement trends to ensure that our engagement is always meeting the changing needs of our community in relevant ways.	Ongoing	• Changing demographics in the Snowy Monaro and shifting needs are reviewed and diverse strategies are utilised
3.5	Consolidating the delivery of all Council newsletters	October 2023	• All newsletter created and distributed under a single platform
3.6	Continue to develop and enhance user experience of Council's intranet platform, SAM	Ongoing	• Increased engagement, visitation, utilisation

4. Strengthen Council's relationships with internal and external stakeholder groups.

No.	Action	Timeframe	Measures
4.1	Build stronger relationships with hard to reach communities	Ongoing	• Enhance community mapping and network contacts
4.2	Develop a tailored approach to ensure transparent and open access across the community	Ongoing	• Utilise communication channels document with consistent updates to ensure all relevant audiences are addressed in their preferred way
4.3	Facilitate opportunities for Council departments to collaborate on communication and engagement projects as appropriate	Ongoing	• Communications Team to hold monthly meetings with each department
4.4	Deliver innovative strategic engagement within the community to strengthen a positive corporate image, resulting in the community having pride in their region	Ongoing	• Personalise our external and internal customer service with Council employees

Monitoring and measuring progress

Council's Communications Portfolio now has the foundations and skills to grow, adapt and connect more comprehensively than ever with our community, through existing and emerging networks. This strategy provides the framework to ensure our processes are open, honest and transparent to our community, and it will provide pathways for residents to contribute to making the Snowy Monaro a desirable place to live, work and visit.

Council will proudly grow its image through its engagement activities, events and services to the community, being more visible, proactive and approachable.

With the Community Engagement Strategy, Council seeks to remain a trusted community partner by being mindful, open, respectful and responsive. We will engage with our community, listen to the voices of our community, and build a foundation for innovative achievements, striving always for continuous improvements, evolving practices and better methods to ensure we remain contemporary and relevant.

We will use consistent best practice to continuously and proactively assess the success of our engagement activities.

Measured against demographic data and judged by the relevance and quality of the data obtained through the engagement, it is our goal that everyone in the Snowy Monaro has the opportunity to engage with us on the subjects and issues that they care about.

It is our responsibility to ensure that equality of access and opportunity is available to all, and where we find that we have fallen short, we will do what is necessary to ensure every member of our community can participate and play a substantive role in our collective decision making.

We will achieve this through reviews of data, consultation exit surveys, follow-up questionnaires, a community satisfaction survey and whatever means is appropriate to not only self-assess, but hear from participants how we did and where we, as a Council, can improve.

Further to this, we aim to be transparent, open and share this data and these measures of our success with the community.

Review

With the Community Engagement Strategy, Council seeks to remain a trusted community partner by being mindful, open, respectful and responsive. We will engage with our community, listen to the voices of our people, and build a foundation for innovative achievements, striving always for continuous improvements, evolving practices and better methods to remain contemporary and relevant.

Appendix | **Community Participation Plan**

The Community Engagement Strategy works alongside Council's Community Participation Plan (CPP) and is intended to make it easier for the community to understand how to participate in planning matters in NSW. The requirement to prepare a CPP applies to all relevant planning authorities under the Environmental Planning and Assessment Act 1979 (EP&A Act).

Council's CPP sets out how and when planning authorities will engage with its community on the planning functions it performs. The CPP also sets out the minimum public exhibition timeframes relevant to the planning authority that are provided in Schedule 1 to the EP&A Act.