



CITY OF HOBART

Community Engagement Framework 2023



City of **HOBART**

Contents

Acknowledgement.....	1
Community engagement framework.....	2
What is community engagement?.....	2
IAP2 spectrum of public participation.....	3
Why we engage.....	4
When we engage.....	4
Who we engage.....	4
How we engage.....	5
Practice framework.....	5
Roles and responsibilities.....	6
Guiding principles.....	8
Influence on decision-making.....	8
Sustainable decisions.....	8
Transparency.....	8
Accountability.....	8
A culture of engagement.....	8
Definitions.....	9
Framework development and review.....	9
Appendix 1: engagement methods.....	11

Acknowledgement

In recognition of the deep history and culture of our city, we acknowledge the Tasmanian Aboriginal people as the Traditional Custodians of this land. We acknowledge the determination and resilience of the Palawa people of Tasmania who have survived invasion and dispossession and continue to maintain their identity, culture and rights.

We recognise that we have much to learn from Aboriginal people today, who represent the world's oldest continuing culture. We pay our sincere respects to Elders past and present and to all Aboriginal people living in and around Hobart.



Community engagement framework

The City of Hobart (the City) recognises that our community has a right to be meaningfully engaged in decisions which affect them. We are committed to seeking out and facilitating that engagement.

Our community is diverse. Their varied skills, experience and knowledge play a key role in shaping the future of Hobart. Effective and meaningful engagement builds positive relationships with our community and leads to better decision-making.

In making informed decisions, we take account of the views, needs, and aspirations of our community. We balance that with expert advice, budgetary needs and legislative requirements.

This Community Engagement Framework (the Framework) outlines how we deliver on the commitments made in the Community Engagement Policy. It steps out our engagement process and establishes clear roles and responsibilities in carrying out engagement.

Implementation of the Framework and Policy are further supported by the Community Engagement Toolkit which offers a step-by-step guide for staff in delivering engagement.

What is community engagement?

Community engagement is a planned process. It is about involving people in decision-making processes for decisions that affect them or are of interest to them. Community engagement promotes good governance.

It also strengthens the City's ability to make decisions that are equitable, sustainable and well-informed.


'Community engagement is a planned process with the specific purpose of working across organisations, stakeholders and communities to shape our decisions or actions in relation to a problem, opportunity or outcome.'

- International Association of Public Participation

IAP2 Spectrum of Public Participation

In planning and delivering community engagement, the City follows the values and methods set out by the International Association of Public Participation (IAP2). We use the IAP2 Spectrum of Public Participation in determining the level of influence the community has in a project. The Spectrum (see graphic on the next page) is a widely used tool. It defines the engagement goal at each participation level. Importantly, it also sets out the promise being made to the public.

IAP2 Spectrum of Public Participation



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 the 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.
EXAMPLE METHODS				
<ul style="list-style-type: none"> • Fact sheets • Newsletters • Exhibitions • Website • Social media 	<ul style="list-style-type: none"> • Public submissions • Surveys • Focus groups • Public meetings • Pop-up information sessions 	<ul style="list-style-type: none"> • Workshops • Round tables • Deliberative polling 	<ul style="list-style-type: none"> • Advisory and reference committees • Project reference groups • Co-design • Participatory decision-making 	<ul style="list-style-type: none"> • Citizen juries • Ballots • Delegated decisions • Elections

Why we engage

The best decisions are made when those affected by the outcomes of those decisions have had the opportunity to be part of the decision-making process. Community engagement helps achieve that.

Community engagement:

- creates an active and informed conversation with our community
- allows us to better understand the views and aspirations of our community
- draws on the vast knowledge and experience on our local community
- informs decision-making, resulting in better outcomes for Hobart
- builds mutually beneficial relationships and partnerships with the local community
- builds trust in the City's governance and decision-making processes.

When we engage

We will engage with the Hobart community:

- when a decision is likely to have significant impact on our services, facilities and programs
- to inform long-term and strategic plans, policies and major projects when there is significant community interest, conflict or sensitivity
- when there is a genuine opportunity for the community to influence the outcome
- if there is a legislative requirement to do so.

Who we engage

Hobart's community is diverse. It includes those who live, study, work and visit the city. Who we engage depends on a project's scope, who it impacts and the level of community interest. Some of the groups that we might engage are listed below.

- **Communities of interest** who share a passion or interest in a particular issue or activity such as arts, sport, environment, business and community advocacy.
- **Communities of place** brought together by their connection or use of a particular place.
- **Communities of identity** that may connect around cultural and religious beliefs, age, shared experience and social needs.
- **Government and stakeholders** including other councils and levels of government, key institutions and other relevant stakeholders
- **Communities of the future** including children and young people, as well as people who will call Hobart home in the future.

How we engage

The City takes a planned and purposeful approach in developing engagement activities. Each project or issue is different and the level of engagement varies depending on the project.

We plan our engagement activities to be inclusive. We reach out to underrepresented groups and break down barriers to participation so that engagement represents the diversity of the Hobart community.

Appendix 1 offers a list of engagement methods that the City may use when engaging with the community.

When designing an engagement process, we follow IAP2's **Practice Framework** (see graphic below). The Practice Framework is a model that explains each step involved in designing, planning, implementing and reviewing engagement projects. The Community Engagement Toolkit provides staff with clear guidance on how to use this framework in practice.



© International Association for Public Participation Australasia www.iap2.org.au

Roles and responsibilities

Both the community and the City have roles and responsibilities in leading, delivering and participating in community engagement.

Community

- Participate in engagement activities.
- Share local knowledge, values and experiences.
- Promote engagement opportunities to their local community and networks.

Elected Members

- Promote the City's commitment to engagement through leadership and decision-making.
- Consider the outcomes of community engagement.

Executive Leadership Team and Managers

- Foster a culture of best-practice engagement through leadership and implementation of this Framework.
- Ensure that staff are appropriately resourced and trained to support consistent community engagement.

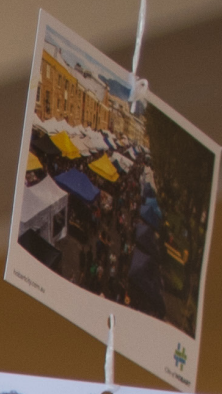
Community Engagement Team

- Oversee the implementation of the Community Engagement Framework and Policy.
- Build organisational capacity by providing guidance, training and resources and tools.
- Support the planning, delivery and evaluation of community engagement.

City of Hobart Employees

- Plan and deliver community engagement in line with the Framework and Policy.

Living festival and sustainable
Name:
School:
Age:



Dear
Hobart is the only place in the world where you could experience
*A Tasmanian Devil
Salamanca Market
Experience Taste of Tasmania
A giant light to the sky to
Dark Myfo*
Name:
School:
Age:



Dear
Hobart is the only place in the world where you can experience
~~an amazing nature beauty Hobart's~~ *population coming* so many people
coming together and sharing
with others their ideas and
~~and foods, arts, cultures and different~~ *different*
cultures in the one place.
Name:
School:
Age:



*My big idea is the water
to be green energy the
and blue*

*Our friends & family
children having things to play with and
finding other things to play with
play on and make friends to them
play by some friends with your children
shopping markets on the sun*

Guiding principles

To guide the application of this Framework, we commit to the following guiding principles (adapted from the IAP2 Core Values). We use these guiding principles to support the development and implementation of best practice engagement processes.

Influence on decision-making

We recognise that our community has a right to be meaningfully engaged in decisions which affect them. And we commit to ensuring that community engagement influences the decisions we make.

Sustainable decisions

We seek out and facilitate the involvement of those potentially affected by or interested in a decision, including our diverse communities. We do that because recognising and communicating the diverse needs, interests and values of our community builds sustainable decisions. As part of this, we will design engagement activities that overcome barriers and enable Hobart's diverse communities to participate.

Transparency

Our engagement will be timely, well-planned and meaningful. We will clearly communicate so that our community understands what we are asking and how they can engage. As much as possible, we seek input from participants in designing how they participate. We will also ensure participants can access the information

they need to participate meaningfully. And we will be clear on the level of influence they can have. If influence is not practical, we will keep our community informed.

Accountability

We will report back to community on what we heard during community engagement and how their feedback influenced our decisions.

A culture of engagement

Community engagement is a shared responsibility across the City. That responsibility extends beyond the Community Engagement Team. Every project and initiative that has an opportunity for engagement needs to have engagement build in by those managing the project or initiative.

We embrace community engagement as a key process in our governance of Hobart. We ensure staff have the skills and knowledge to implement community engagement.

The Community Engagement Framework clearly sets out the roles and responsibilities for staff at all levels of the organisation.

Definitions

The table below provides definitions of terms used in this Framework:

Term	Definition
City of Hobart (the City)	Refers to the local government body that governs the municipal area of Hobart.
Community Engagement Toolkit	A step-by-step guide with tools and templates to support City of Hobart staff in consistently planning and delivering community engagement.
Community Engagement Team	A team of staff trained in community engagement practice that support the organisation to deliver engagement.
IAP2	International Association for Public Participation is the peak body for the community and stakeholder engagement sector in Australasia.
Public participation	Another term for community engagement; both are interchangeable.

Framework development and review

This Framework was developed in consultation with the Hobart community, City of Hobart staff, and Elected Members. The Framework is informed by an internal review of our engagement practice, benchmarking ourselves against examples of best practice community

engagement and engagement with the Hobart community.

To support continuous improvement, the City will review this Framework in four years. The next review will occur in 2027.



Oztrail
Deluxe 3.0

Oztrail
Deluxe 3.0

Extra VIRGIN Oil
STIRLING
Organically grown
500ml

NG
DAY
NIGHT
WAY
LA

Appendix 1: Engagement methods

Listed below are some of the common methods the City uses to engage our community and stakeholders in decision-making. It is not an exhaustive list and methods will vary depending on the scale, context and purpose of the engagement and will be guided by the Community Engagement Toolkit. The City is committed to innovation in our engagement practice and will trial the use of new engagement methods and tools.

Your Say Hobart yoursay.hobartcity.com.au

An online community engagement website. It is used to share information on engagement activities. It also provides opportunities for the community to contribute feedback via online tools, including surveys, discussion forums and mapping tools.

Pop-up listening sessions

Regular pop-up listening sessions are held in local neighbourhoods. They give the community opportunities to speak with City staff face-to-face, learn about projects and provide feedback.

Advisory and reference groups

These groups provide ongoing advice on issues affecting specific communities or subject areas. They are made up of community members who represent a particular cohort in the community, have lived experience or specialist knowledge.

Face-to-face engagement

Face to face engagement includes community forums, workshops and panel discussions. These are used to present information and allow the community to share their ideas, consider solutions and ask questions.

Placemaking

A collaborative process used to shape public places and community assets. Placemaking can strengthen the connection between people and the places they share.

Co-design

A process that brings the community, stakeholders and the organisation together to design new programs, services and policies. It can be used to collaboratively explore problems and design solutions that are grounded in both community need and organisational constraints.

Deliberative engagement

A process used to reach an outcome or decision for a complex issue. It describes a representative group of everyday people considering relevant facts from multiple points of view, identifying options, and coming to a group decision or recommendation.

Engagement with Elected Members

Elected Members represent and act in the best interests of the community. They also facilitate communication between the Council and the community. Elected Members can be contacted by the community. They are available to discuss anything of interest or concern to community members.

Council meetings

Community members can attend open Council meetings and can make deputations on specific matters.

Portfolio committees

Made up of community representatives with a wealth of knowledge and experience, portfolio committees provide advice on the development of key initiatives and strategies.

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