

Community Engagement Policy – 2024 review

Community engagement summary report
August 2024

1 Contents

Community Engagement Policy – 2024 review	0
2 Background	2
2.1 Key changes to the policy	2
2.2 Key summary	2
3 Consultation overview	3
3.1 Consultation purpose	3
3.2 Consultation process.....	3
4 Who we heard from.....	3
5 Consultation findings.....	3
6 Consultation evaluation.....	4
6.1 Casey Conversations project page	4

2 Background

This document provides a summary of the City of Casey's Community Engagement Policy following a mandatory 4 year review and public exhibition period.

The Local Government Act (LGA) changes introduced in March 2020 have created new legislative obligations for all Victorian councils which include a Community Engagement Policy. The City of Casey's [Community Engagement Policy](#) combines community and staff input from 2020 and guides all engagement for the City of Casey.

In 2020, the Community Engagement Policy was developed using feedback from 870 community members who used the opportunity to provide their feedback on how they would like the City of Casey to engage with them.

Now in 2024, a compulsory review was undertaken by the team to update the document, to bring it in line with current ways of working.

On 16 July 2024, Council endorsed the Community Engagement Policy to go out for public exhibition.

From 18 July – 1 August, 5:00pm the updated policy was on public exhibition, with a chance for the community to provide updates.

2.1 Key changes to the policy

The key changes the policy include major changes made to document layout and with minor updates to the copy to reflect the current engagement team's expertise and experience.

Encompassing the same information as the adopted policy, with changes made to make the document clearer for the community to understand our purpose, objectives, scope definition as well as the why, when, who and how.

2.2 Key summary

The public exhibition period for the updated Community Engagement Policy gave the community an opportunity to review and comment on the revision of the document four years on from adoption.

During this period, there were no responses or comments received from the community. This is a strong indication that the community are satisfied with the current version, with no comments of improvements or suggestion.

As a community led policy, which had more than 870 members of the community contribute in 2020, the policy reflects what the community told us and is representative of the needs and wants of our respondents. Community members told us how they would like the City of Casey to engage with them and we were careful to ensure the voices of Casey's diverse communities were heard.

The policy is still reflective of the community's wants after 4 years and the public exhibition demonstrated that there are currently no further comments for the policy. This will be revisited in 2028 however the Community Engagement team remain contactable for any comments, concerns or suggestions.

3 Consultation overview

3.1 Consultation purpose

The consultation was designed to provide the community members a chance to provide input into the updates of the Community Engagement Policy following a compulsory 4 year review.

3.2 Consultation process

The tools and techniques selected for this project were informed by the project content, stakeholders and type of feedback sought.

Key tools for communicating the project

- Casey Conversations
- Council's e-newsletter, Casey Catch up
- Emails to key stakeholders
- Social media (Facebook and Instagram)

Key methods for gathering feedback

- Online engagement through Casey Conversations, including opportunity to provide feedback in free text or upload a written statement
- Contact email address and phone number of Council Officer provided for interested community members to ask for further information or provide feedback
- Printed information available, as required.

Details	Activity
16 July – 1 August 2024	Casey Conversations Website
41 visitors	Project information, online survey and written submission hosted on the engagement platform Casey Conversations.
55 views	No written responses were received
Policy downloads: 10	

4 Who we heard from

We did not hear from the community during the public exhibition period.

The policy remains representative of the community due to the 2020 consultation period.

In 2020, we heard from more 870 community members where 35% of respondents were 60 years of older, 50% were couples with children living at home, 22% were from a Culturally and Linguistically Diverse background and 31% had a chronic health condition or disability.

5 Consultation findings

There are no consultation findings to report for this public exhibition.

The key findings from 2020 remain valid, active, and demonstrated across all engagement projects. These include:

- Keep the community informed by providing progress updates on engagement updates.

- Community has time to respond on engagement activities, with 3-4 week the preferred timeframe
- Preference for digital channels to provide feedback on engagement opportunities.

6 Consultation evaluation

This report presents the findings from the analysis of the community feedback gathered during community engagement from 16 July – 1 August 2024.

Promotion via Social Media, the Casey Catch up Newsletter and on Casey Conversations ensured the wider Casey community was given the opportunity to provide feedback.

During the public exhibition period no feedback was received from the community.

6.1 Casey Conversations project page

