



Community Engagement Framework

Mayor's Foreword

I believe the role of Council, at its heart, is to guide and shape our communities. Whether it's a town plan, a local law, a road upgrade or a new park, it all contributes to how our communities live, work and play together. Our job as a Council must be to balance all the competing interests and make decisions that will help to build a community that all current and future residents want.

Council decisions should be guided by the values and expectations of our community.

That can be easier said than done. Our "community" includes villages, towns and urban areas; First Nations people and newly arrived refugees; young university students and older retirees. Our region is home to people from all over the world, and to families that have been here for multiple generations. Council needs to be guided by all of our multiple and diverse communities across the whole region.

This Engagement Framework is part of Moreton Bay Regional Council's public commitment to community engagement. Your Council has endorsed an engagement policy with this promise to our community...



"We are committed to inclusive, meaningful and responsive communication and engagement to support our decisions so we can deliver informed leadership and decision making."

Our region is facing rapid growth and change. Council needs your input now to decisions that will affect our communities for decades to come. Some of those decisions may affect just your local area, and others may affect the future of the whole region.

I encourage everyone in our region to get involved. Have your say and help your Council shape the community you want.

A handwritten signature in black ink, appearing to read 'P. Flannery', with a long horizontal flourish extending to the right.

PETER FLANNERY

Mayor Moreton Bay Regional Council

Acknowledgment

We acknowledge the Kabi Kabi, Jinibara and Turrbal Peoples as the Traditional Custodians of the lands and waterways of the Moreton Bay Region, and pay our respects to their Elders, past, present and emerging. We recognise that the Moreton Bay Region has always been a place of cultural, spiritual, social and economic significance to First Nations people.

We are committed to working in partnership with Traditional Custodians and other First Nations communities to shape a shared future that celebrates First Nations history and culture as an irreplaceable foundation of our region's collective identity.



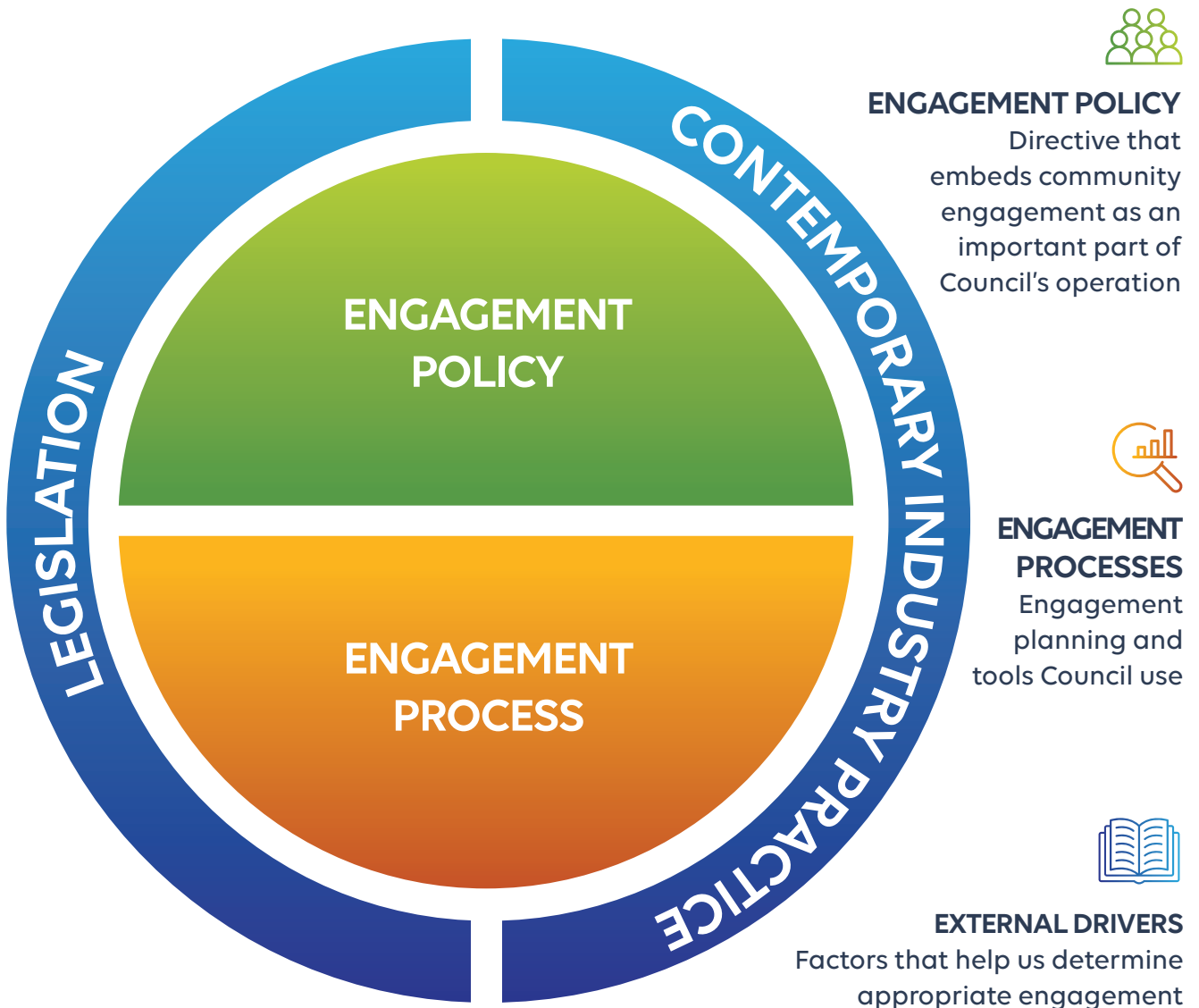
About this Framework

This framework outlines Council's approach to engaging with our communities. It covers our overarching principles, engagement process and how we use the information you share with us.

The framework is directed by our Community Engagement Policy that states Council's commitment to engagement. Our policy is in line with legislative requirements and contemporary industry practice. You can read our policy by

going to mbrc.link/engagement-policy. Our community engagement framework brings together our policy and processes to guide Council in engaging well.

Our framework is supported by our engagement processes that are used by Council to plan and guide engagement activities.



Council Engagement Framework



PRINCIPLES

What Guides our Engagement

READ MORE ON PAGE 6



PROCESS

How We Engage
Internal Engagement Guidelines

READ MORE ON PAGE 7



OUR ENGAGEMENT APPROACH

How Council Makes Decisions
Community Engagement Policy

READ MORE ON PAGE 8

OUR COMMITMENT

We are committed to inclusive, meaningful and responsive communication and engagement to support our decisions so we can deliver informed leadership and decision making.

WHY WE ENGAGE

To understand and consider the priorities, needs and aspirations of our diverse communities in our decision-making process.

WHAT WE WANT TO ACHIEVE

Community input to help shape our region's planning, services, facilities and amenities, contributing to a sustainable, affordable and vibrant future.





Our Principles

Our principles guide our engagement and support meaningful conversations and consistency across Council projects.



COLLABORATIVE

We work together with our stakeholders and communities to build purposeful relationships and develop mutual understanding

INCLUSIVE

We enable participation for those who contribute to, influence or are affected by our work where possible. We actively seek to include people of different ages, genders, sexual orientations, incomes, abilities and disabilities, religions, backgrounds, and cultures

TRANSPARENT

Work with other stakeholders to achieve shared goals. We will be honest and open in our engagement. We will be clear about what we are engaging on and how decisions will be made. We will share the results of engagement with our communities

TIMELY

We will provide information to our communities with enough time for people to access, understand, consider, and participate in the process before we make a decision

RESPONSIVE

We recognise engagement is a dynamic, ongoing process that requires us to be flexible and responsive to our current operating environment and feedback from our communities

MEASURABLE

We will monitor and evaluate our engagement activities to help us improve over time



Our Engagement Process

Community engagement should be a carefully planned process that applies a level of consistency across our activities. It is not a one size fits all approach. We tailor our engagement by following these steps.



Our Engagement Approach

Every project is unique. The level of engagement will be determined by the complexity of the issues and the potential for the community to influence the outcomes.

There are a range of circumstances where Council will not engage, such as urgent decisions

or confidential matters.

Council is guided by leading industry practice, such as IAP2, as well as legislative requirements, such as the Local Government Act 2009. Our engagement approach includes three levels: inform, consult and participate.

Types of Projects Where We Engage

Introducing or changing region-wide strategic or complex issues, projects and programs; some policies, plans, services, facilities, land use planning and projects.

Types of Projects Where We Don't Engage

Urgent resolutions (e.g. emergencies), public safety, governing legislation, where Council is not the lead organisation, confidential items or matters, some Council policy and operational procedures, routine asset maintenance.

INFORM

Provide balanced and objective information to build community awareness and understanding

WE WILL INFORM WHEN:

- A decision is determined by legislative, financial, environmental or technical aspects
- Routine maintenance or renewal of capital works
- There is no opportunity for community to influence the outcome

OUTCOME:

Communities are aware and understand the decision Council is making or has made, including the outcome and reason for the decision.

CONSULT

Obtain community advice and feedback on ideas, concepts, projects and proposals

WE WILL CONSULT WHEN:

- Local knowledge and understanding can inform decisions
- Alternative options are possible
- An issue or proposal is unclear
- Ideas are invited to guide a proposal or program

OUTCOME:

Communities' advice and feedback informs decision-making.

PARTICIPATE

Actively involve communities in developing options and solutions

WE WILL INVITE PARTICIPATION WHEN:

- Complex issues require stakeholder input
- Diverse views need to be consolidated
- Local knowledge is key to shaping the project, decision or future outcomes.

OUTCOME:

Communities influence the options and solutions that Council will make decisions on.

COMMUNICATED DECISIONS

Renewal of assets: roads, parks, civic spaces; Environmental and pest management; Compliance with legislative requirements

CONSULTATIVE DECISIONS

Some policies; Land use planning; Design concepts for new facilities; Major projects and initiatives

PARTICIPATORY DECISIONS

Regional Plans and Strategies; Educational programs; New constructions; New place making; Complex issues





Get Involved

OUR COMMUNITIES

Our Communities provide their understanding of the areas in which they live, work and visit and the issues that impact them. Participation in engagement processes contributes to a detailed analysis that informs Council's final decision-making process.

OUR COUNCILLORS

Our Councillors are advocates for their communities. Councillors engage with our communities to understand their issues, views and opportunities to help inform Council decision-making.

OUR COUNCIL TEAM MEMBERS

Our Council Team Members identify the issues, policies, plans, projects, and services impacting our communities and determine an appropriate level of communication and engagement. They provide key technical information to both our Councillors and communities.

How you can get involved

YOUR SAY MORETON BAY

Join our online engagement platform [Your Say Moreton Bay](#) where you can share your ideas and provide feedback on Council projects that matter to you. Your feedback will help inform the decisions Council makes and guide the future of the Moreton Bay region.

CONNECT WITH YOUR COUNCILLOR

Have a conversation or email your Councillor with your views and ideas.

Find out their details by visiting our website.

RING OUR CALL CENTRE

(07) 3205 0555 or 1300 477 161 Monday to Friday 8:30am - 5:00pm. Urgent issues can be reported at any time.

MORETON SAYS

Moreton Says brings the voices of our communities into Council's decision-making and planning. It involves regular region wide surveys to better understand and keep track of the things that matter most to our communities. Register to participate in Moreton Says and we'll notify you when the next survey opens.

MORETON CONNECTS

We want to hear from individuals who want to participate in activities such as focus groups, forums, surveys and more, to provide valuable input into our projects and planning. Sign up to Moreton Connects now and we'll be in contact when there is a project that might interest you!

CONNECT WITH THE COMMUNITY ENGAGEMENT TEAM

Share your ideas and provide feedback to the team. Email communityengagementteam@moretonbay.qld.gov.au



NEED HELP TO CONNECT?

If you require translation or interpretation assistance, contact us via the Translating and Interpreting Service (TIS) National on 1300 787 003.

If you require assistance due to a hearing or speech impairment, contact us via the National Relay Service.

Get Social

 @MoretonSays

 @moreton_bay_regional_council

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