

Consultation comments on 'Policy Objective'	Officer comments	Content change
Look good	No comment	N
Reads well with objectives stated."communication and engagement is more proactively planned " I suggest the removal of "more" as a base line is not apparent. Improve and increase lack a base line for readers	Agree, wording will be updated.	Y
Meets objective	No comment	N
Appears to be appropriate with no shortcomings from my perspective	No comment	N
This contains high-level English words and phrases and therefore is a little difficult to digest. Can it be re-phrased in simpler English so that it becomes more readily comprehensible to the Town's population, particularly those whose first language may not be English? Then test the resultant re-write across a voluntary sample of residents to determine whether effective comprehension has been reached.	<p>Plain English has been used where possible within the policy's templated format and style.</p> <p>The IAP2 spectrum is to be included to assist understanding of the policy.</p> <p>The policy is to be available in other languages on request.</p> <p>Communication of engagement of programs and projects will be easy to understand and broadly promoted.</p> <p>With time restraints and the level of interest, influence and impact on policy adoption, and after sharing with more than 100 community sounding board members already, completing further engagement is not likely to result in higher uptake or additional commentary.</p> <p>The Town is also working on a simpler Charter for further sharing of our overarching commitments around interacting with community in all areas, for broad publishing and promoting.</p>	Y

Point 1: refers to identification of those most affected, but does not distinguish between the degree of effect on people (i.e.: as you are aware, there is a ripple effect with decision making and some people will invariably be impacted significantly more than others by the particular project or proposal, and they may require a greater level of engagement than those less affected). A critical component of IAP2 is the level impact of the decision on individuals and the community as a whole, so suggest the first bullet wording be replaced with something along the lines of: "align communication and engagement activity with the use of stakeholder analysis tools, to identify those most affected and consider their views as well as the diverse views of the wider community where applicable." The final bullet point could elaborate on how community confidence is going to be increased (for example by adding words such as "through authentic engagement and transparent processes")	Agreed and policy to be altered to include feedback	Y
Looks good just noticed an incorrect capital in the last point: •increase community confidence in The Town's management of information sharing and decision making. Should be in the Town's....	Agreed and policy to be altered to include feedback	Y
Consultation comments on 'Policy Scope'	Officer comments	Content change
Pleasing to see a policy for including public consultations and detail when they will be used by the Town of Victoria Park.	No comment	N
Pretty good. There really needs to be section in the Scope saying that in the case of planning proposals, reference also should be made to Local Planning Policy 37 'Community Consultation on Planning Proposals' (LPP37), and that if there is any inconsistency than LPP37 prevails.	As this is included in the policy statement, we feel this would be a duplication if it was also included within the scope. If this policy is adopted, Policy LPP37 wording will need an update to refer to the correct version now renumbered and retitled. We also advise to include additional text that states when planning applications go beyond 'Consult' and would benefit more from following an IAP2 approach, based on identified community pain points. i.e.: when it may impact trees, businesses, heritage listings, public open space etc.	N
This reads well and is relatively clear	No comment	N
meets objective	No comment	N
Appears to be appropriate with no shortcomings from my perspective	No comment	N
Clear and to the point.	No comment	N

OK	No comment	N
Looks good	No comment	N
Consultation comments on 'Policy Statement'	Officer comments	Content change
Dot point 2 – this seems redundant as IAP2 is referenced in scope that we will use IAP2 principles and core values.	This point goes further in how to it is applied and notes the need for flexibility to be key.	N
Dot point 4 – is this necessary? Otherwise, I think the language could be softened where it says “Elected Members are to...”	Agree. Change to Elected Members ensure...	Y
Dot point 5 and 6 – should they sit under scope?	Scope talks to who the policy applies to and the framework we work within. The statement points cover separate aspects and ways in which we aim deliver on the objectives.	N
Additional Comments on proposed policy	Officer comments	Content change
The public consultation on previous projects has been undertaken, but the project has basically been decided and the consultation has been only a token gesture. The decisions had been made by the Town and the limitations are not advised until the final consultation meeting (eg Zone 2 - Lathlain Precinct Redevelopment. There also is no progress reports during the developments.	Project updates are available online, but we will look at providing information in a more timely and consistent manner, with project updates and closure reports. The negotiables of what the community can influence differ from project to project. The level of community involvement will be identified during the planning stages and based on stakeholder engagement tools and statutory requirements i.e. development applications.	N
Just one - this objective is strange. Communicating both good and bad news quickly, even if the full impact of the decision or message may not be clear. Would prefer that the impact has been thought through, otherwise there could be lots of messages once the good or bad news has been thought about...	Precise and accurate key messaging will be developed as part of the communication plan, when notice is given early where we can plan and be proactive. We are committed to transparency and sharing news in a timely manner in all cases. The reference to good and bad news, can be amended to 'all news' with the intention remaining the same, which is to communicate quickly even in a crisis when it is more vital, and we have no choice but to be reactive and give updates as things evolve. We note definitions of 'good' and 'bad' news can be subjective.	N

<p>This is relatively complex language. Not pitched at a basic level. Perhaps a plain language overview could be included. This form could be more user friendly with some editing tools such as italics, underline and bold.</p>	<p>Plain English has been used where possible within the policy's templated format and style. IAP2 spectrum to be included to assist in the understanding of the policy. Policy to be available in other languages on request. Communication of engagement projects to be easy to understand. With time restraints and the level of interest, influence and impact on policy adoption, I do not feel if we were to complete further engagement that it would result in higher uptake or additional commentary.</p>	<p>Y</p>
<p>I believe it has been developed to a strong benchmark and it seems appropriate to me. Its effectiveness of course will be determined by its enactment, communication internally and ongoing adherence and exception management.</p>	<p>No comment</p>	<p>N</p>
<p>Nothing further to add.</p>	<p>No comment</p>	<p>N</p>
<p>Wording doesn't seem right in section 3 point e.: e.support the Town to meets compliance with statutory requirements. Maybe try "support the town to achieve compliance with statutory requirements." Nice work</p>	<p>Agreed and policy to be altered to include feedback</p>	<p>Y</p>
<p>Consultation comments on 'Management Practice Purpose'</p>	<p>Officer comments</p>	<p>Content change</p>
<p>Good Detail in the document</p>	<p>No comment</p>	<p>N</p>
<p>Include a statement that this Management Practice does not apply to planning proposals, with LPP37 detailing the engagement methods and practices for planning proposals.</p>	<p>This management practice would work in conjunction with LPP37. Low impact standard development applications would not require all steps. Those with broad impact, high risk, with high community interest would require a more extensive engagement plan in line with IAP2 approach, which would fall under this management practice. A statement to be included in the management practice to clarify this.</p>	<p>Y</p>
<p>Yes clear and explicit</p>	<p>No comment</p>	<p>N</p>
<p>This document is a show and tell i.e. this is what the council will practice. I would think the purpose is to document how compliance with the policy is enabled e.g. through embedding its requirements into the council's procedures/processes for delivery of town projects, services and issues management.</p>	<p>Yes. Compliance is included with service delivery reports and performance dashboards and included within an internal audit of town processes. The Town will demonstrate this with engagement closure reports, as well as quarterly and annual reporting to council & community available to the public.</p>	<p>N</p>

Straightforward	No comment	N
OK	No comment	N
Looks good	No comment	N
Consultation comments on "Management Practice Definitions"	Officer comments	Content change
Communication: is a one-way information providing process to keep stakeholders informed, mostly after a decision is made. These appear to be technical definitions however "communication" is commonly thought to involve two way messaging. This definition might be amended to include "advise or inform"	Agree. Content change to 'is a one-way information sharing process to keep stakeholders....'; Could also include to advise and educate.	Y
Affect is not so clear - can be replaced with "impact" or similar Stakeholder: who can affect or is affected by a decision or activity.	Agree. Content change to ' who can impact or is impacted by a decision or activity.	Y
Straightforward	No comment	N
In combination with the descriptions in the IAP2 Spectrum, seems o.k.	No comment	N
Wording correction: Communication: is a one-way information providing process to keep stakeholders informed, mostly after a decision is made or around project milestone. Should bedecision is made or around a project milestone.	There is no difference between the two wording corrections.	N
Consultation comments on "Management Practice Detail"	Officer comments	Content change
Good Detail in the document	No comment	N
This box needs to be headed "Practice" ? Elected Members and staff should be encouraged to act as ... I suggest that "should be " be replaced with "are"	Agree. Content change to 'are'	Y
I don't see that item 4 is a procedure in that it does not deal with the who, what, why, how and how often that a procedure delivers. I would have thought this section would document the mandatory steps that have been embedded into the Town Project, Services and Issues Management processes. This is a show and tell document i.e. this is how we have embedded actions to achieve compliance with the policy.	Who, what, why and how is documented within the operational Communication and Engagement Plan and Stakeholder Analysis templates designed and developed for each individual project.	N
I'm not sure what 'Detail' means?	No matches for 'detail' in the document	N
Looks good	No comment	N

Consultation comments on "Management Practice Step 1 - Scope"	Officer comments	Content change
Good Detail in the document	No comment	N
Reasonably straightforward.	No comment	N
OK	No comment	N
Looks good	No comment	N
Consultation comments on 'Management Practice Step 2 - Plan'	Officer comments	Content change
Good Detail in the document	No comment	N
Are you suggesting that staff and Elected Member consultation should happen independently of public involvement or jointly and as part of the main process?	In some cases yes these stakeholders are consulted independently from the broad community process. Staff and Elected members are listed as stakeholders with an internal perspective on a stakeholder analysis as their interest, impact and influence will be different to other stakeholders such as community reference groups, residents or businesses. The influence level and methods of engagement for each stakeholder group are identified in the planning stages for every individual project. Sometimes they are consulted at the same time if appropriate or when time and other constraints are a factor. Elected Members are invited to community consultation activities too.	N
Who are you suggesting should advise the owner of the Communication and Engagement Plan as to its structure and process?	Depending on the risk, level of impact and interest in the project, the plan will be developed by the Communications and Engagement team with Project Manager sign off, or developed in partnership with the Project Manager with Community Engagement and Project Manager sign off. The stakeholder analysis is developed by the Project Manager with assistance from the Communication and Engagement service area.	N
In my view an improved wording for Bullet point 3 would be as follows: "check to ensure that the project team is clear on the purposes of the engagement". Only one word change, but the former word "outcomes" implies the decision has already been made – outcomes only become clear after the process has run its course.	Agree. Management practise to be updated.	Y
Looks good	No comment	N
Consultation comments on 'Management Practice Step 3 - Deliver'	Officer comments	Content change

Good Detail in the document	No comment	N
I recommend the following statement be modified to read - Note: You must seek approval from the Town's Communication and Engagement Team before distribution or publishing of any material to external stakeholders, with the exception of statutory consultation processes	Statutory consultation processes are usually an advertising or resident letter notification exercise only. The Town always aims to do more than the bare minimum requirements. In any case the content would still benefit from review by the Team before distribution. Change to 'including' statutory consultation processes.	Y
My comment relates to the last paragraph in step three - deliver What happens in the scenario that internal resources are not exhausted at scoping stage but during execution the internal resources are exhausted and there is no budget allocated to external engagement and communication consultants? Perhaps in these scenarios the issue should be escalated for approval of additional budget.	Agree. Additional commentary included.	Y
The note included here is actually a policy statement and I think it belongs in the policy document, then in this document, I would detail how compliance with that is embedded into the procedures/processes for Town Projects, Services and Issues Management.	Seeking towns internal team approval is a management practice and not a policy.	N
Reasonably straightforward.	No comment	N
OK	No comment	N
LOVE the note at the end of Step 3.	No comment	N
Consultation comments on 'Management Practice Step 4 - Report and review'	Officer comments	Content change
The reporting back to the community is currently deficient.	Agree and noted. Reporting template and framework is currently being revised by the Town's Community Engagement Officer.	N
At point 2, what do you mean by 'final decisions taken'?	A submission report is to be completed and included as an appendix to an C	N
OK	No comment	N
Looks good	No comment	N
Additional comments on proposed Management Practice	Officer comments	Content change
Better feedback is required.	Agree and noted. Reporting template and framework is currently being revised by the Town's Community Engagement Officer	N

<p>Generally this reads well. This is a technical document and may need a plain language translation</p>	<p>Agreed. A how to guide was developed for staff and is available on the intranet. This is also included as part of new starter induction and ongoing internal training sessions.</p> <p>The Town is also working on a simpler Charter for further sharing of our overarching commitments around interacting with community in all areas, for broad publishing and promoting.</p>	<p>N</p>
<p>There are a number of schedules in the document with no documented references to them in the body of the document. I think there needs to be some explanation of them in particular of these are exhaustive lists or not.</p>	<p>Primary reference is the Local Government Act.</p>	<p>N</p>
<p>Nothing of note to add.</p>	<p>No comment</p>	<p>N</p>
<p>Please refer to the IAP2 website - Above the table the words "Increasing Impact on the Decision" are present and should be added to the draft document inside the coloured arrow so that Schedule 1 is consistent with, and truly aligned to the IAP2 Spectrum.</p> <p>Please refer to the IAP2 website - Above the table the words "Increasing Impact on the Decision" are present and should be added to the draft document inside the coloured arrow so that Schedule 1 is consistent with, and truly aligned to the IAP2 Spectrum.</p>	<p>Agreed will amend the spectrum diagram.</p>	<p>Y</p>
<p>From a stakeholder perspective, the greater the impact of the decision on person/s and/or the wider community, the greater the need for a higher level of engagement with those most impacted and/or the community as a whole. Page 19 of the IAP2 Quality Assurance Standard identifies three specific groups. It follows that the level of engagement may need to vary depending upon which category the person belongs. I can provide examples of this if you are unsure what I am referring to. I am not suggesting for a second that those impacted the greatest should be empowered to make a final decision, but they may require a higher level of involvement along the arrow, than those providing feedback and who are not particularly affected or even unaffected by the decision. If those most affected are simply lumped in with everyone else, it has the potential for those most affected to feel alienated, disillusioned and possibly even outraged with the consultation and engagement process.</p>	<p>Agree, this is exactly how the spectrum works. A stakeholder analysis is completed prior to an engagement plan being developed and will identify the level of impact or influence and appropriate methods or style of engagement to use per stakeholder group.</p>	<p>N</p>

<p>Two other quick points in conclusion –</p> <p>(i) It would be desirable for the Table in Schedule 2 to have a meaningful heading. For example: “Table of Communication and Consultation Minimum Requirements (to be read in conjunction with Statutory Community Consultations – Interpretation above)”. I don’t have strong views on the heading name, but humans are drawn to pictures and tables (rather than paragraphs), so there may be a risk of Council staff simply referring to the table, and neglecting to be conversant in the Important Information above the table.</p>	<p>An engagement guide inclusive of graphics is available to all staff on the intranet. Guide is also being used in the new starter pack and staff training.</p>	<p>N</p>
<p>(ii) The word Inform appears a number of times but it is unclear at what point the “informing” takes place (i.e. the timing). i.e.: it could be after the event and decision. Possibly you could consider the timing aspect. Good work on the draft documents and thank you again for the opportunity to provide feedback.</p>	<p>Each project has a communications plan, with communications tactics schedule. This is a separate document. Timelines vary and sometimes need to change as implementation occurs, therefore are not included within the management practice, unless referring to statutory requirements.</p>	<p>N</p>
<p>Regarding Schedule 2, should direct mail (i.e. letter) be included as well? These documents look great nice work. Will be great to have this supporting our work.</p>	<p>Yes, where this requirement is retained. The communication tactics listed are the new public notice statutory requirements as provided by the LG Act Review. A Communication and Engagement Plan is created for all projects which includes recommendations for all communication tactics best suited to reach target audiences. As stated in the management practice, the Town will do more than the bare minimum.</p>	<p>N</p>
<p>My overall feedback on the review process: I found it a little odd, that I as a member of the community, would be reviewing what I consider to be Council's internal documents. I don't really understand what outcome you were looking for with this engagement, I feel you could have provided more specific direction on that. I sense it is related to obtaining feedback on the community engagement elements of what your policy and practice is to be. In which case, I feel what's been documented would seem appropriate. However, I question the strength of how that will be enabled to assure compliance as detailed in the draft documents. I'm sure the community would be less than happy should there be non compliance with communicated practice.</p>	<p>Statement and no changes required. Compliance will be addressed internally with an implementation plan for embedding the practice.</p>	<p>N</p>