



ENGAGEMENT PRINCIPLES

CENTRAL HIGHFIELDS MASTER PLAN PROJECT

The following principles are fundamental to the Project Team's approach to stakeholder engagement with the Highfields community:

Inclusion and Participation:

We will work with the Highfields community in an inclusive and meaningful way.

We will ensure that we engage a broad range of stakeholder groups – our consultation will strive to be representative of the Highfields demographic.

We will facilitate our engagements in a way that allows the less assertive voices to be heard.

We will strongly emphasise social inclusion and ensure we take steps to hear the views of those most often missed by community consultation.

We will plan and facilitate all engagement with regard to the requirements of the IAP2 public participation spectrum.

Multiple Engagement Mechanisms:

We will use a broad range of communication channels to ensure as many stakeholders as possible are aware that the process is commencing and how to get involved.

We will utilise multiple notification mechanisms including: a letter box drop, council website, targeted communication with key groups, publicity and paid advertising.

We will engage people in face to face engagement activities to gather their feedback through a series of targeted smaller workshops and a series of larger facilitated workshops.

Clarity and Transparency of Communication:

We will communicate clearly with the community using a variety of communication methods including an online mechanism, a range of face to face mechanisms and via phone.

We will always be transparent about our intentions and how the information collected from people will be used

We will be clear about what people can expect to happen next in the process.

We will ensure stakeholders stay informed and receive feedback about the process and that access is provided to summaries of outcomes and reports to Council.

An Emphasis on Future:

We will facilitate our engagement with Highfields with a focus on the future – not the past. Consultation will be structured in a way that encourages stakeholders to take a strategic (helicopter) view and to envision the future from a whole of community perspective – a broader view than their own experience.