

# Community Engagement Charter

## Our Guiding Principles

The community is at the heart of what we do. We listen to them so that we can shape our city's bold future together:

### COMMUNITY CENTRIC



#### We will:

We will actively seek Community feedback and input.

Ensure the level of input sought reflects the significance and impact of the decision to be made.

Strengthen existing partnerships with local groups and enable participation in decision making.

Ensure that we seek our community's feedback in a way that is creative, engaging and innovative.

All community members have an opportunity to participate in decisions that impact them:

### ACCESSIBLE & INCLUSIVE



#### We will:

Recognise the diverse needs of our community and create inclusive, accessible opportunities to share feedback.

Provide information that is easy to understand and speaks to what matters.

Enable the community to provide feedback at a time, and in a way that works for them.

Respect First Nations people and their connection to place through collaborative and meaningful engagement.

Council builds trust by engaging authentically with our community on an ongoing basis:

### TRANSPARENCY & TRUST



#### We will:

Be clear on what can be influenced, and what is already decided.

Report back to the community on how their feedback informed outcomes by 'closing the loop'.

Work with our community to build lasting relationships and trust.

Build on what we've already heard from our community before seeking new information.

Allow ample time for the community to consider the relevant information and respond.

"Community engagement is the process of actively involving the community in decisions, planning and projects that impacts them or their local area. For the City of Adelaide, our community includes anyone who lives, works, studies, does business, or visits the city"

**The City of Adelaide is committed to building meaningful connections with the community and using bold, aspirational and innovative approaches to work with our community to shape our city's future.**

We will do this by listening, responding and creating accessible opportunities, so our community is able to embed their perspective in the delivery of our projects and services.

Good engagement supports Council Members to make informed decisions and the Charter outlines our Commitment to what we will do to achieve this.