



Community Engagement and Consultation Policy

Policy Number: PN-42

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Responsible person: Chairperson

Version **v.1**

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1. Scope.

This policy applies to all staff, volunteers, contractors and members of the Community Radio Albury Wodonga Co-operative Society Limited (the Co-operative). The policy focuses the terms and conditions of Community Engagement and Consultation of the Co-operative and supports the active participation of members of the community in the 2 REM listening area with the Co-operative.

This Policy replaces all other Community Engagement and Consultation policies (whether written or implied).

2. Purpose

- 2.1 A The purpose of this policy is to outline the Co-operative's commitment to informed, representative and supported engagement with the community of 2 REM's listening audience.

POLICY STATEMENT

3. What is Community Engagement and Consultation?

- 3.1 Community engagement is a process which facilitates and maintains a connection between the organisation and the community. Effective community engagement and consultation can have a positive impact on governance within the organisation and the delivery of services to the community. It can involve different levels or methods of interaction between the community and the organisation:
- 3.2 The Co-operative will seek members of the local community to participate in the consultation and engagement process by promoting membership, volunteering opportunities and by seeking feedback through such channels as the board sees fit. These may include but are not limited to;
 - Advertisements in printed media
 - Advertisements in social media platforms
 - Information made available on the radio station's website including survey feedback forms and this policy document
 - Information made publically available at community events
 - Announcements made over-air through the radio station's broadcasts
- 3.2 All members of the Co-operative are to be encouraged to seek engagement and feedback through their interactions with community members with who they interact.

4. Policy focus

The Co-operative maintains this policy to:

- provide the basis for the community to have an active voice in influencing the organisation's decisions;
- outline to the community our genuine intention to act on their input;
- increase transparency of the decisions that impact the community interest;
- build the community's trust in the Co-operative's decision-making process; and
- contribute to better outcomes for the community.

- 4.1 Maintaining our community focus remains a core value for the Co-operative. This policy supports that commitment and provides a framework to guide Directors, staff, volunteers and other interested parties in achieving successful outcomes.
- 4.2 The Co-operative is expected to maintain a rigorous and consistent consultation and engagement strategy process.
- 4.3 The Co-operative acknowledges and commits to evolve the policy to meet the specific needs of the community.

5. What are the benefits of Community Engagement?

- 5.1 Effective community engagement can result in a range of positive outcomes for the community and the Co-operative, including:
 - increased community awareness of the Co-operative and the radio station 2 REM
 - increased community ownership in development and implementation of the Co-operative's strategic directions
 - equitable access to services for clients and the community
 - continuous improvement in service delivery incorporating feedback from clients and community
 - strengthened accountability and transparent governance practices.
- 5.2 We promote respect, fairness and consideration for all community members.

6. Strategies that strengthen Community Engagement processes

- 6.1 There are different levels or methods of engagement between the organisation and community including information, consultation and active participation. A number of specific strategies are to be identified to strengthen community engagement practices in this organisation. Methods of engagement are included in the Governing Documents shown at item **9**.
- 6.2 Participants in community engagement must be representative of the persons and groups affected by the matter that is the subject of the community engagement.
- 6.3 Participants in community engagement are entitled to reasonable support to enable meaningful and informed engagement.

7. Commencing an Engagement Process

- 7.1 Prior to commencing an engagement process there is a need to identify:
- What is the purpose of engaging with the community?
 - Are there any issues or challenges to engaging?
 - Scope (is it specific to a group – or a much broader community issue?)
 - Who are the stakeholders who should be involved in the process?
 - What will be the best method for engagement?
 - What level of engagement is required (information, consultation, active participation)?
 - How will we get feedback from the community?
 - How will we evaluate the success or failure of the engagement activity?
- 7.2 Engage the broader community and/or target group in the planning of a new service.
- 7.3 Promote the organisation’s objectives.
- 7.4 Promote a client/community feedback mechanism to collect critical feedback from clients and the community on service delivery.
- 7.5 Provide opportunities that allow the community to identify their needs and service delivery gaps.
- 7.6 Provide opportunities for the community to assist the organisation with reviewing service delivery, service systems and policies and procedures.

8. Other methods to include in Consultation and Strategy

- 8.1 Promote membership drives and Annual General Meetings to the broader community.
- 8.2 Communicate the organisation’s Strategic Plan to the community.
- 8.3 Invite the broader community in governance training, where appropriate.
- 8.4 Review the appropriateness of communication techniques used for informing community of key meetings, e.g. Community Liaison meetings, AGMs, etc.
- 8.5 Facilitate input from key stakeholders, clients and the broader community into the strategic planning process.
- 8.6 Build relations with community leaders to ensure broad representation of the community on the Board of Directors or other relevant committees supporting the community interests.

9 Governing Documents.

2 REM Structured Engagement Program and 2 REM Community Consultation Strategy.

Review

The policy and guidelines will be reviewed from time to time and incorporate comments and suggestions from members, staff, volunteers, listening community and other interested parties.

AUTHORISATION

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