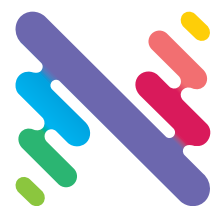


Early Engagement Summary Report

Development of the draft Community Engagement Strategy 2022-2026



City of
Newcastle



181

Survey responses



72

Your Newcastle
Your Voice Summit
attendees

Every four years we review our Community Engagement Strategy to make sure it reflects the changing needs and desires of our community. A Community Engagement Strategy sets out what good community engagement looks like, how, when and who we will engage, the methods and tools we will use and our priority areas for the next four years.

Engagement activities were held from **21 September to 17 November 2022** and included an online survey, a face-to-face community summit, a workshop with senior staff at CN and a discussion with the Inclusion and Access Advisory Committee.

The purpose of the engagement activities was to:

understand what good community engagement looks like
and sentiment towards community engagement at CN

determine how the community would like to be engaged

explore community participation in engagement activities,
as well as barriers to effective engagement, and

understand the communications channels used to find out about
engagement activities.

Other planned engagement activities include meeting with CN's Guraki Aboriginal Advisory Committee and opportunities to seek further input from young people aged 18-30 years.



What good engagement looks like:

People feel heard, listened to

Council acting on community feedback

Personal touch, speaking to a real person

Closing the loop - communicating how feedback shaped project outcomes

Clear purpose of engagement



Top reasons why people participate in engagement

Relevance of the project to the person or their family

Seeing real outcomes from providing feedback

Sense of fulfilment that comes from informing decision-making

Quality of the information made available

Format and structure of activities

Use of digital tools and methods

Financial incentives or rewards

Family-friendly



Top reasons why people don't participate in engagement

Not feeling listened to

Poor past engagement experience

Lack of trust in the consultation process

Didn't know about the engagement

Work/family commitments

Not feeling they have anything valuable to contribute

No or poor internet access

Activities are not accessible



How CN can improve the way we engage with the community

Demonstrating community views are listened to

Providing feedback on how community input influenced the project decision

Greater transparency

Diversity and inclusion



Next steps

Thank you to everyone who participated.

We expect the draft Community Engagement Strategy will be placed on public exhibition in 2023, at which time the community can provide further input and feedback.

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