



# Community Engagement Strategy

We developed the draft Community Engagement Strategy to provide a framework for how we will engage with our community to develop our plans, policies, programs and key activities.

## Overview

We asked the community to share their feedback on how we plan to engage with them including the tools and methods that we may use.

Community members were able to provide feedback by completing our online form or emailing us at [engage@ncc.nsw.gov.au](mailto:engage@ncc.nsw.gov.au).

The community were able to provide feedback on our Have Your Say page from **25 May to 23 June 2023**.

## Purpose

The objectives of the engagement were to:

- Inform the community about how we plan to engage with them over the next four years.
- Increase awareness about how and when the community can have their say.
- Seek overall feedback on the draft Strategy.
- Seek feedback on our objectives and how we plan to achieve these objectives.



## Strategy objectives



- Community members are informed about our plans and have genuine opportunities to participate in our decision-making processes



- Our community has trust in the engagement process



- Community engagement is embedded in the way we work and measure success



- Engagement activities are inclusive and accessible for all members of our community



## Early engagement

We conducted early engagement activities to inform the draft Strategy from late 2022 to early 2023.

These included an online survey, community workshop, internal staff workshop, as well as presentations to the Access & Inclusion Advisory committee, Guraki Aboriginal Advisory Committee and Youth Council.

### Key themes

During public exhibition we received 22 submissions (21 submissions via our online form and 1 via email).

Most of these submissions provided general feedback about our engagement with the community, rather than feedback on the strategy itself.

The key themes identified were:

- building trust with the community
- genuine opportunities for community engagement
- listening and responding to feedback
- inclusive and accessible engagement
- communication and awareness.

These themes align with what we heard during our early engagement activities and have been used to shape our guiding principles and priorities outlined in the Strategy.

Other comments reiterated the desire for more in-person engagement activities and regular interactions with CN staff and/or Councillors, and the selection of methods/tools.

The themes that emerged from the feedback were:

- **building trust with the community (6)**
- **genuine opportunities for community engagement (5)**
- **listening and responding to feedback (5)**
- **inclusive engagement (4)**
- **engagement with CN/Councillors (4)**
- **methods/tools (3)**
- **general positive comments (3)**
- **alignment of community interests and Council activities (3)**
- **simple language/information (2)**
- **deliberative processes e.g. citizen's juries (2)**
- **accessibility (1)**
- **awareness of projects open for comment/feedback (1)**
- **adequate time to provide feedback (1)**
- **feedback from specific stakeholders e.g. youth, community groups, sporting groups (1)**
- **Other e.g. questions or comments about other projects/works (4)**

Note: the number in brackets refers to the number of mentions.



*Thank you to everyone who provided feedback.*

*Your feedback has helped to inform how we design, plan and deliver engagement activities.*