

<b>Title</b>	<b>Community Engagement Policy</b>		
<b>Document Sponsor</b>	CEO		
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## 1. Introduction

### 1.1 Purpose

To outline GMCT's commitment to and approach to community engagement through the use of appropriate, effective and inclusive practices.

The purpose of this policy is to foster and support a culture of effective community engagement to:

- ensure it is integrated into GMCT activities in order to support decision making, build relationships and strengthen strategic partnerships
- ensure that GMCT meets its community engagement obligations, as outlined by VAGO's Public Participation in Government Decision Making (2015).
- Ensure GMCT products and service offering remain relevant to the communities we serve

### 1.2 Scope

Community engagement is led through the Engagement Officer.

Community engagement is undertaken whenever there is a proposed change in GMCT's services, activities or infrastructure, when an issue is raised where the solution may impact on our community or stakeholders, or when information or evidence is required to support an effective decision making process, foster strong communications or mitigate negative community reaction.

This policy applies to all GMCT staff and consultants employed as representatives of GMCT and applies to all facets of GMCT's operations, including corporate, land use, financial and other planning and all day-to-day business activities.

All staff will be supported by the Engagement Officer and the communications teams in being accountable for this policy.

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## 2. Policy Statement

GMCT recognises that community engagement processes are an integral part of the effective development, implementation and evaluation of social and commercial enterprise, effective business decisions and future planning.

Effective engagement is good business practice and critical to organisational governance.

For this reason GMCT is committed to meaningful, transparent, accountable, inclusive and responsive decision making, which is informed by effective communication and an appropriate level of engagement between GMCT and all our stakeholders (public participation).

## 3. Policy Details

GMCT's approach to community engagement is informed by:

- The Victoria Auditor-General's Office (VAGO) Public Participation in Government Decision-Making-Better Practice Guide 2015
- *Victorian Charter of Human Rights and Responsibilities Act 2006*
- International Association for Public Participation's Core Values (IAP2)
- The spectrum of engagement activities as advocated by the International Association for Public Participation (IAP2). The five levels of participation are: inform, consult, involve, collaborate, empower.

### 3.1 Objectives of the community engagement policy:

- Strengthen organisational capacity through the development of an integrated system that encourages a coordinated approach to community engagement and partnership.
- Establish clear processes and tools that can be applied with confidence across a range of issues and stakeholders.
- Build community capacity through enhanced opportunities to interact with GMCT in planning and decision making.
- Ensure successful engagement by working within a continuous improvement framework that evaluates and improves approaches and knowledge.

### 3.2 Community Engagement Guidelines

The policy is supported by GMCT's Strategic Stakeholder Framework, Community Connections Strategy and Community Engagement Guidelines, which outline the role of engagement in GMCT's strategic and day-to-day operations.

The guidelines also provide a set of resources to assist staff to assess community engagement needs, apply appropriate techniques, data collection, evaluation and reporting as well as implementation.

### 3.3 Privacy

All personal details provided as part of any community engagement activity will be excluded from reports or submission summaries.

### 3.4 Commitment to continuous improvement

Implicit in this policy is a commitment to continuous improvement to further promote an organisational culture that fosters and facilitates community engagement.

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## 4. References and Related Materials

### 4.1 Legislation and Regulations

*Cemeteries and Crematoria Act 2003*

Class A Cemetery Guidelines

Victoria Auditor-General's Office (VAGO) Public Participation in Government Decision-Making-Better Practice Guide 2015

*Information Privacy Act 2001*

*Victorian Charter of Human Rights and Responsibilities Act 2006*

*Disability Act 2006*

### 4.2 Related GMCT Documents

Community Connections Framework

Community Engagement Guidelines

Community Advisory Committee Terms of Reference

Disability Access and Inclusion Plan 2020-2025

Victorian Public Sector Commission Code of Conduct

Policy No. 35 Privacy Policy

Policy No. 54 Media Policy

Policy No. 106 Social Media Policy

Corporate Brand Identity and Culture Guidelines

Policy No. 10 Employee Code of Ethics

Policy No. 22 Conflict of Interest Policy

Policy No. 37 Confidentiality Policy

Policy No. 52 Customer Charter

GMCT Risk Registers (BAU and strategic)

Policy No. 109 Risk Management Policy

Policy No. 109.1 Risk Management Procedure

## 5. Policy History

Date	Details of Change
20/03/2019	Policy created
07/04/2021	Planned policy review: References to Disability Access and Inclusion Plan, <i>Victorian Charter of Human Rights and Responsibilities Act 2006</i> , <i>Disability Act 2006</i> and the Community Connections Framework have been included. The policies referenced under 'Related GMCT documents' have been updated to reflect latest changes.

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## 6. Definitions

<b>Term</b>	<b>Definition</b>
Communications	Pre-prepared written, visual, verbal and/or audio presentations that deliver clear, unambiguous and relevant information.
Community	People who are interested in the activities of GMCT and its cemeteries and memorial parks; or who live or work in the surrounding areas and who may be impacted by our activities.
Community Engagement Guidelines	A GMCT document which includes information about why and how GMCT undertakes community engagement, as well as a range of tools (checklists, guidelines, templates)
Community groups	Groups, organisations and others that may have diverse characteristics who are linked by social ties and who may share common interest(s) of a geographic, cultural, religious, historic, environmental or other nature.
Engagement	A generic, inclusive term to describe the broad range of interactions between people. It can include a variety of approaches, information delivery, consultation, involvement and collaboration in decision making and empowered action in informal groups or formal partnerships.
Stakeholders	Any individual, group of individuals, organisation or political entity with an interest or stake in the outcome of a decision (when engaged in a decision, our customers, communities or partners also become stakeholders)
Strategic partnerships	Strategic relationships in which there exists shared responsibility for achieving mutual benefit (which may not be the same for each partner)