

Community Engagement Process



1. Document control

Process Number:	<i>CD/26/11</i>	Council Resolution Number:	<i>2022-26/1050</i>
Document Owner:	<i>Director Corporate Services, Strategy and Innovation</i>	Document Author:	<i>Senior Manager Economic Activation and Strategy</i>
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2. Purpose

- 2.1. The purpose of this process is to outline Council's compliance with the Community Engagement Policy.

3. Scope

- 3.1. This process outlines how Council will engage with the community, ensuring engagement activities are community centric, accessible, inclusive and undertaken in a transparent and genuine manner.
- 3.2. Where Council is required under the Act to engage with the community Council will comply with the minimum mandatory requirements for each category of matters set out in the Charter.

4. Process

- 4.1. The Community Engagement Policy and Charter establish five categories of engagement, each reflecting the significance of the decision and the level of community interest it is likely to generate. These categories are:
- 4.1.1. **Significant (Annual Budget and Business Plan & Rating Policy):** decisions related to Council's adoption of its annual business plan or proposed changes to the basis of Council rates.
 - 4.1.2. **Significant:** decisions that Council makes that have a significant impact on most or all ratepayers and residents, or the wider community or area.
 - 4.1.3. **Standard:** decisions that Council makes that benefit from community input across the Council area.
 - 4.1.4. **Local:** decisions that impact on identifiable smaller group of residents/ratepayers or a local area.
 - 4.1.5. **Inform:** matters where Council provides information to a community impacted by a decision.
- 4.2. The following table sets out the engagement activities that Council will undertake to meet the public consultation requirements in the Act and Charter.
- 4.3. In circumstances where more than one engagement activity is specified, there is no obligation on Council to utilise all engagement activities in respect of each Charter requirement.

- 4.4. The examples provided in the table and non-exhaustive and Council may, but is under no obligation to, use different approaches that are not specified in the table, depending on the matter Council is engaging on.

Mandatory community engagement requirements

Charter requirement	Mandatory minimum actions to achieve Charter requirement	Charter Category					Engagement activities
		Significant ABP and Rating Policy	Significant	Standard	Local	Inform	
Website	Publish information about the matter that can be easily found on a Council website.	X	X	X	X	X	Information will be published on Council's website
News publication	Publish information about the matter in a local news publication (print where available, but otherwise digital) that circulates in the Council area and is not produced by the Council.	X	X				Information published in a print or digital newspaper, community newsletter or other (non-council) publication circulating in the area of Council
Consult with the whole Council area	Consider appropriate forms of notifications to the Council area. Consider whether additional information or notification should be made available to the community to bring their attention to the matter and to support participation.	X	X	X			- Information published on Council's website - Information published on a Council owned social media platform - Information made available at Council Office, branch offices and libraries in Nuriootpa, Lyndoch and Mt Pleasant. - Advertisement published in local newspaper(s) - Consider if roadside and/or site specific signage is suitable for this engagement. - Information published in a print or digital newspaper, community newsletter or other (non-council) publication circulating in the area of Council - Information published in Council publications (either print or digital) where appropriate.
Invite submissions	Provide information about how the community can make a submission, including timeframe.	X	X				Engagement material provides information about how the community can make a submission, including the minimum 21-day timeframe for submissions. - Written submissions (email, online or letter) - Completion of a survey or feedback form (if appropriate) - Attendance at a Council or public meeting, workshop or community forum.

Charter requirement	Mandatory minimum actions to achieve Charter requirement	Charter Category					Engagement activities
		Significant ABP and Rating Policy	Significant	Standard	Local	Inform	
Explain decision making process	In material prepared explain what the Council proposes to do, why it proposes to do it, and what it seeks to achieve. Explain how community feedback will inform the Council's decision.	X	X				- Information published on a website maintained by Council - Information made available at Council Office, branch offices and libraries in Nuriootpa, Lyndoch and Mt Pleasant. - Consider information published on a social media platform maintained by Council
Seek and consider feedback from the community—significant matters	Consider how best to invite feedback from the community. Provide a minimum community engagement period of 21 days to enable the community to provide feedback. Include a summary of community engagement feedback to the Council ahead of the decision.	X	X				- Community Engagement period open for a minimum of 21 days. - Summary of community engagement feedback considered by Council ahead of decision Feedback from the community sought via: - Written submissions (email or letter) - Completion of survey or feedback form - Provision of an online response via social media - Attendance at a Council meeting or public meeting, workshop or community forum - Report presented to a Council meeting for consideration by Council members
Public Meeting	Hold a public meeting where the community is invited to provide submissions (written or verbal) on the matter. The public meeting may be part of a Council meeting or a separate event.	X					- A public meeting inviting the community to attend will be held either as part of a Council meeting, or as a separate event, to provide written or verbal submissions on the matter. The public meeting will be advertised: - via Council's website - on Council owned social media platform - Advertisement published in local newspaper(s)
Council meeting invitation	Invite people who have made a written submission to attend a Council meeting to speak to their		X				People who made written submissions will be invited (via email or letter) to attend a

Charter requirement	Mandatory minimum actions to achieve Charter requirement	Charter Category					Engagement activities
		Significant ABP and Rating Policy	Significant	Standard	Local	Inform	
	submission before the decision is made.						Council meeting and speak to their submissions before a decision is made.
Seek and consider feedback from the community	Consider how best to invite feedback from the community Provide information about how community feedback will inform the Council's decision. Ensure an appropriate period of time is provided to enable communities to provide feedback.			X	X		Feedback will be invited by • Written submissions (email or letter) • Completion of a survey or feedback form • Provision of an online response via social media • Attendance in person, by representative or via electronic means at a Council meeting or public meeting • Report presented to a Council meeting for consideration by Council members • Information published indicates that feedback received will be taken into account by the Council before making a decision • Community Engagement period open for a period of 21 days or such other period as determined by Council
Consult with local community	Consider appropriate forms of notifications to the area within the Council affected by the Council decision or action. Consider whether additional information or notification should be made available to the local community to bring their attention to the matter and to support participation.				X		• Consider information published on a social media platform maintained by Council • Consider information published in targeted letters or leaflet drops to the area within the Council affected by the Council decision or action (as appropriate) • Consider information being made available at Council offices, libraries and/or community centers in the area within the Council affected by the council decision or action • Consider advertisement published in local newspaper within the council affected by the Council decision or action

Charter requirement	Mandatory minimum actions to achieve Charter requirement	Charter Category					Engagement activities
		Significant ABP and Rating Policy	Significant	Standard	Local	Inform	
							- Consider signage in local locations eg. shopping centres, libraries, community spaces - Consider pop-up/engagement sessions at a local venue or public space.
Information to the whole Council area	Provide information to the whole of the Council's community if it may be directly affected by the Council decision or action.					X	- Information published on Council's website - Consider information published on a social media platform maintained by Council - Information made available at Council offices, libraries - Consider advertisement in local newspapers - Consider information published in Council's corporate publications (print or digital)
Information to local community	Provide information to the local community that may be directly affected by the Council decision or action.					X	- Consider information published on a Council website - Consider information published on a social media platform maintained by Council - Consider information published in targeted letters or leaflet drops to local community that may be directly affected by the Council decision or action - Consider information made available at Council offices, libraries and/or community centers in the local community that may be directly affected by the Council decision or action - Consider signage in a local location eg. Reserve, shopping centre, library

- 4.5. The Council will provide opportunities through multiple techniques and channels for community to provide feedback and engage on a range of matters. Engagement will be timely and meaningful and written in plain language with information openly accessibly to the community.
- 4.6. The following channels (techniques) may be used to drive community engagement and participation:
 - 4.6.1. Online via The Barossa Council website
 - 4.6.2. Organic and paid social media
 - 4.6.3. Direct emails to key stakeholder lists
 - 4.6.4. Publication in Council newsletters
 - 4.6.5. Other direct mail publications or letter drops, as appropriate
 - 4.6.6. Community surveys (online and printed versions)
 - 4.6.7. Advertising in media outlets as deemed appropriate
 - 4.6.8. Media releases to appropriate media outlets and community groups
 - 4.6.9. Community forums and stakeholder meetings
 - 4.6.10. Promotional displays including posters, flyers
 - 4.6.11. Community representation to Council meetings or workshops
- 4.7. In accordance with the Policy, feedback can be submitted
 - 4.7.1. Online via Council's website (survey or open-ended response)
 - 4.7.2. Email via yoursay@barossa.sa.gov.au
 - 4.7.3. Post addressed to 43-51 Tanunda Road, Nuriootpa SA 5351
 - 4.7.4. In person at Council's Principal Office, 43-51 Tanunda Road, Nuriootpa or via phone on 8563 8444

5. Responsibilities

- 5.1. Specific engagement activities to be undertaken in relation to any particular decision, activity or process shall be determined on a case-by-case basis by:
 - 5.1.1. Council, by resolution
 - 5.1.2. The CEO;
 - 5.1.3. A delegate with the power to undertake community engagement under the Act, the Charter or the Community Engagement Policy; or
 - 5.1.4. A delegate with the power to make a decision or undertake an activity or process that requires community engagement under the Act, Charter or Policy.

6. Legislation and References

Legislation

- *Local Government Act 1999*
- *Local Government (Elections) Act 1999*
- Minister for Local Government's Community Engagement Charter

Related Policies

- Community Engagement Policy

7. Definitions

Act	<i>Local Government Act 1999</i>
Charter	The Minister for Local Government's Community Engagement Charter, published in the South Australia Government Gazette on 11 December 2025.
Chief Executive Officer (CEO)	means the Chief Executive Officer of a council and includes a Deputy or other person acting in the office of Chief Executive Officer.
Community	includes ratepayers, residents and service specific customers (i.e. internal staff as customers, program participants etc.).
Community Engagement	See consultation.
Consultation	involves the sharing of information and the exchange of views between employers and the persons or bodies that must be consulted and the genuine opportunity for them to contribute effectively to any decision-making process to eliminate or control risks to health or safety. The extent and nature of the consultation will vary between workplaces and the different situations.
Council	The Barossa Council in its entirety as an organisation.
Public	includes all people who live, work, study, own property, conduct private or government business, visit or use the services, facilities and public spaces and places of The Barossa Council.

8. Version History

This Process will be reviewed by the Policy Author in consultation with the relevant stakeholders, within four years or more frequently if legislation or Council's need changes.

Version No.	Date	Summary of Change/s
1	13/5/2026	New Process to support the new Legislated Community Engagement Charter and Policy

9. Further Information

This Process is available on Council's website at www.barossa.sa.gov.au. It can also be viewed electronically at Council's principal office at 43-51 Tanunda Road, Nuriootpa during ordinary business hours. A printed copy of this Process can be obtained upon payment of a fixed fee.

Feedback regarding this Process or its application can be made to the Customer Service Team on 8563 8444 or barossa@barossa.sa.gov.au in the first instance, who will refer you to the most appropriate officer.