Help us make community engagement better in Maroondah

Community Engagement Policy review

This information is from Maroondah City Council about **community engagement**.

Community engagement means Council listens to our community. We share ideas and work together to help shape decisions in Maroondah.

Council has a **Community Engagement Policy**.

The Community Engagement Policy tells Council workers how to plan **good engagement** activities. It shows how we listen to the different views, experiences and knowledge in our community.

Good engagement means it is **inclusive**, **accessible** and **useful**.

Inclusive means:

- Everyone feels safe and respected
- Everyone can take part
- Everyone is treated fairly

Accessible means:

- Information is easy to read and understand
- People can ask for help in different ways
- Websites work with different devices and tools
- Places where we meet are easy to get into and move around

Useful means:

- People feel heard and understood
- Your ideas help Council make informed decisions
- Council and our community understand each other better

What is happening?

Council is reviewing the Community Engagement Policy. We want to check it still reflects what our community needs.

We would like to hear from you. We want your ideas on how to make community engagement:

- easier to find out about
- easier to take part in
- relevant to what is important
- clearer about how your feedback is used

We want to hear your ideas

Anyone can give feedback on community engagement.

You can tell us:

- what is working well
- what could be better
- what makes it hard for people to take part
- what topics are most important for Council to ask the community about – for example, projects near you or Council plans
- how Council can show you how your feedback was used.

Sometimes there are limits on what Council can ask the community about. You can read more in the answers to Frequently Asked Questions (FAQs) on the Your Say Maroondah page.

How to have your say

Please share your feedback by Monday 7 December.

There are many ways you can share your feedback.

1. Complete the **online survey** on the Your Say Maroondah page: yoursay.maroondah.vic.gov.au/community-engagement-policy



2. Ask us to send you a **paper survey** – email engagement@maroondah.vic.gov.au
3. Come to a **community pop-up session.** Check the website for dates and locations.

More information and support

Maroondah City Council can provide support and adjustments to help you take part.

If you have any queries in relation to this consultation, please contact us on 1300 88 22 33 or 9298 4598 or email engagement@maroondah.vic.gov.au