



POLICY DOCUMENT

2.63.1

Policy Name	Community Engagement
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Responsible Department:	Corporate & Community
Policy Adopted:	15 June 2026
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Minute reference:	CO 26/131
Next review date:	This policy shall be reviewed by the City of Port Lincoln within 4 years of adopted date or on significant change to legislation or aspects included within this policy.
Applicable Legislation:	Local Government Act 1999 Local Government (Procedures at Meetings) Regulations 2013 Local Government (Elections) Act 1999 Section 50 Community Engagement Charter
Related Policies:	2.56.1 Media, Social Media and Communications Policy 18.63.2 Code of Practice – Council and Committee Meetings
Related Documents:	2-20-T4 Communication and Engagement Strategy Template 2-20-T5 Community Engagement Action Plan Template

1. PURPOSE

The City of Port Lincoln (Council) is committed to being open, transparent and accountable in its decision-making and to providing meaningful opportunities for community participation.

The purpose of this policy is to ensure Council complies with the Community Engagement Charter established under section 50 of the *Local Government Act 1999* (Act) and meets the requirements of section 50A of the *Local Government Act 1999* when informing, consulting and engaging with the community on Council decisions, activities or processes.

2. SCOPE

This Policy applies to Council Members, Council committee members, Council employees and contractors, agents and consultants acting on behalf of Council.

This Policy applies where Council is:

- required by the *Local Government Act 1999* to consult and facilitate participation in accordance with its community engagement policy;
- required to consult and facilitate participation in accordance with the Community Engagement Charter or other legislation; or

- required to undertake consultation by a resolution of Council on any other decision, activity or process not in the Community Engagement Charter.

Where consultation and participation requirements are prescribed by legislation other than the *Local Government Act 1999*, those legislative requirements will prevail to the extent of any inconsistency.

The Chief Executive Officer is responsible for the implementation of this Policy, and ensuring mandatory requirements are met, and engagement outcomes are reported to Council.

Personal information collected through community engagement activities will be managed in accordance with Council's Privacy Policy and information-handling requirements.

3. **DEFINITIONS**

For the purposes of this Policy;

- **Act** means the *Local Government Act 1999*.
- **Charter** means the Community Engagement Charter established under section 50 of the Act.
- **Community** means individuals, groups or stakeholders that are impacted by or interested in a particular council decision or action.
- **Council** means the City of Port Lincoln.
- **Public consultation** means a process that provides the community with an opportunity to provide feedback and make submissions to Council on a decision, activity or process.

4. **PRINCIPLES**

The following principles guide Council's public consultation and community engagement practices:

1. Council will provide reasonable, timely and meaningful opportunities for the community to access information and participate in decision-making processes where appropriate.
2. Information about issues will be provided in clear and understandable language, made easily accessible, and presented in a way that supports meaningful community participation.
3. Engagement will be proportionate to the significance, impact and level of community interest in the decision.
4. Council will seek to foster constructive dialogue and informed participation.
5. Community views will be considered alongside financial, social, environmental, cultural and legislative considerations.
6. Council will provide feedback to the community, where reasonable, on how community views have been considered in decision-making.

5. COMMUNITY ENGAGEMENT FRAMEWORK

5.1. Legislative Framework and Community Engagement Charter

Pursuant to section 50A of the *Local Government Act 1999*, Council adopts this Policy to give effect to the Community Engagement Charter established under section 50 of the Act.

The Charter recognises that Council decisions and activities have differing levels of impact on communities and establishes:

- categories of engagement based on significance and impact; and
- mandatory requirements that must be met for each category.

Council will categorise decisions, activities, or processes in accordance with the Charter and will, as a minimum, meet all mandatory requirements applicable to the relevant category.

5.2. Categories of Engagement

The Community Engagement Charter establishes the following categories of engagement:

- **Significant – annual business plan and rating policy:** decisions related to a council's adoption of its annual business plan or proposed changes to the basis of its council rates.
- **Significant:** decisions that a council makes that have a significant impact on most or all ratepayers and residents, or the wider community or area.
- **Standard:** decisions that a council makes that benefit from community input across the council area.
- **Local:** decisions that impact an identifiable smaller group of residents/ratepayers or a local area.
- **Inform:** matters where councils provide information to a community impacted by a decision.

5.3. Statutory decisions subject to the Charter

The Community Engagement Charter identifies specific statutory (legislative) matters for which Council is required to undertake community engagement and assigns each matter to an engagement category.

For these matters, Council will apply the engagement category and mandatory requirements set out in the Community Engagement Charter.

Appendix A in this Policy outlines the mandatory requirements and approved engagement methods that support implementation of the Charter.

Council may undertake additional engagement activities beyond the mandatory minimum requirements where it considers this appropriate, having regard to the nature, scale, impact and community interest in the decision.

In determining and communicating the appropriate level of engagement for a decision, activity or process Council will also be guided by the International Association for Public

Participation (IAP2) public participation spectrum to clearly explain the purpose and intent of engagement and the extent to which community input will inform decision-making.

5.4. Participation, submissions and confidentiality

Formal submissions received by Council as part of a community engagement process must include the name and residential address of the respondent, where required by legislation or Council policy.

The identity of individuals who provide input to community engagement activities will be made known only to those who need to know for the purposes of compiling, analysing and reporting feedback. Identities will not be disclosed or made public by Council, except where required by law.

Council will manage personal information collected through community engagement activities in accordance with its Privacy Policy and information-handling practices.

5.5. Public Consultation required by a Council resolution

Public consultation may be undertaken as a result of a Council resolution where Council decides to seek feedback and participation from the community on a proposed decision, activity, or process that is outside the statutory matters categorised in the Charter.

In these circumstances, Council will assess the significance, scale and likely impact of the proposed decision, activity or process and will apply an appropriate engagement category consistent with the Charter, including the mandatory requirements applicable to that category as provided in Appendix A, and IAP2 principles.

The Council resolution will specify whether the public consultation process is to be undertaken in accordance with Appendix A of this Policy.

6. PETITIONS

Petitions received by Council in response to a community engagement process must comply with the *Local Government (Procedures at Meetings) Regulations 2013* and Council's Code of Practice – Council and Committee Meetings 18.63.2.

Petitions will be placed on the agenda for the next ordinary meeting of the council, or, if so provided by a policy of the council, a committee of the council and will be considered as one submission, alongside other submissions and relevant considerations when Council makes a decision on the matter.

7. AVAILABILITY OF POLICY

This Policy will be available for inspection at Council's principal office during ordinary business hours and will be available on Council's website www.portlincoln.sa.gov.au.

A copy of this Policy may be obtained upon request at a cost determined in accordance with Council's Fees and Charges Schedule.

8. REVIEW

Council may review and amend this Policy, or substitute a new policy, at any time.

Any amendment or substitution of this Policy will require public consultation in accordance with section 50A of the *Local Government Act 1999*.

This Policy shall be reviewed by the City of Port Lincoln within four years from 'date adopted' or on significant change to legislation or aspects included within this Policy.

9. RELEVANT DELEGATED POWERS AND DUTIES

Any actions or decisions made regarding this policy, will be enacted upon as per Council's current Delegations Register.

Appendix A: Mandatory Requirements and Engagement Methods

This table sets out the legislative matter, the engagement category and summary of the mandatory requirements to be undertaken as a minimum for community consultation in accordance with the *Local Government Act 1999* and the Community Engagement Charter.

Subject Matter	Charter Category	Charter Requirement	Council Additional Engagement Methods
Representation reviews (section 12(7) of the Act)	Significant	<ul style="list-style-type: none"> • Council website • Local news publication (print if available, but otherwise digital) • Consult with the whole council area • Invite submissions • Explain decision-making process and how feedback will inform council's decision • Seek and consider feedback from the community (minimum 21 day engagement) and provide summary of feedback to Council ahead of the decision • Invite respondents to Council meeting to speak to their submission 	<ul style="list-style-type: none"> • Information on online Engagement Hub (yoursay.portlincoln.sa.gov.au) • Publish Information on Facebook • Add Spotlight in My Local Services App • Include information in 'The Latest News' e-newsletter
Opening hours and place of council offices (section 45(3) of the Act)	Inform	Minor changes: <ul style="list-style-type: none"> • Council website • Information to the whole council area, if it may be directly affected • Information to local community that may be directly affected 	<ul style="list-style-type: none"> • Publish Information on Facebook • Include information in 'The Latest News' e-newsletter • Include information in 'The Latest News' print article in Port Lincoln Times

Subject Matter	Charter Category	Charter Requirement	Council Additional Engagement Methods
	Standard	Substantial changes: <ul style="list-style-type: none"> • Council website • Consult with whole council area • Seek and consider feedback from the community, and explain how feedback will inform council's decision 	<ul style="list-style-type: none"> • Information on online Engagement Hub (yoursay.portlincoln.sa.gov.au) • Publish Information on Facebook • Add Spotlight in My Local Services App • Include information in 'The Latest News' e-newsletter • Include information in 'The Latest News' print article in Port Lincoln Times
Community engagement Policy (Section 50A(6)(b) of the Act)	Standard	<ul style="list-style-type: none"> • Council website • Consult with whole council area • Seek and consider feedback from the community, and explain how feedback will inform council's decision 	<ul style="list-style-type: none"> • Information on online Engagement Hub (yoursay.portlincoln.sa.gov.au) • Publish Information on Facebook • Add Spotlight in My Local Services App • Include information in 'The Latest News' e-newsletter • Include information in 'The Latest News' print article in Port Lincoln Times
Council behavioural support policies (section 75F(6) of the Act)	Standard	<ul style="list-style-type: none"> • Council website • Consult with whole council area • Seek and consider feedback from the community, and explain how feedback will inform council's decision 	<ul style="list-style-type: none"> • Information on online Engagement Hub (yoursay.portlincoln.sa.gov.au) • Publish Information on Facebook • Add Spotlight in My Local Services App • Include information in 'The Latest News' e-newsletter • Include information in 'The Latest News' print article in Port Lincoln Times

Subject Matter	Charter Category	Charter Requirement	Council Additional Engagement Methods
Access to meetings and documents – code of practice (section 92(5) of the Act)	Standard	<ul style="list-style-type: none"> • Council website • Consult with whole council area • Seek and consider feedback from the community, and explain how feedback will inform council's decision 	<ul style="list-style-type: none"> • Information on online Engagement Hub (yoursay.portlincoln.sa.gov.au) • Publish Information on Facebook • Add Spotlight in My Local Services App • Include information in 'The Latest News' e-newsletter • Include information in 'The Latest News' print article in Port Lincoln Times
Strategic Management Plans (section 122(6) of the Act)	Significant	<ul style="list-style-type: none"> • Council website • Local news publication (print if available, but otherwise digital) • Consult with the whole council area • Invite submissions • Explain decision-making process and how feedback will inform council's decision • Seek and consider feedback from the community (minimum 21 day engagement) and provide summary of feedback to Council ahead of the decision • Invite respondents to Council meeting to speak to their submission 	<ul style="list-style-type: none"> • Information on online Engagement Hub (yoursay.portlincoln.sa.gov.au) • Publish Information on Facebook • Add Spotlight in My Local Services App • Include information in 'The Latest News' e-newsletter • 30 sec Radio Script

Subject Matter	Charter Category	Charter Requirement	Council Additional Engagement Methods
Annual Business Plan (section 123(3)(b) of the Act)	Significant (ABP)	<ul style="list-style-type: none"> • Council website • Local news publication (print if available, but otherwise digital) • Consult with the whole council area • Invite submissions • Explain decision-making process and how feedback will inform council's decision • Seek and consider feedback from the community (minimum 21 day engagement) and provide summary of feedback to Council ahead of the decision • Invite public to a public meeting which may be part of a council meeting or separate event to provide submissions (written or verbal) on the matter 	<ul style="list-style-type: none"> • Information on online Engagement Hub (yoursay.portlincoln.sa.gov.au) • Publish Information on Facebook • Add Spotlight in My Local Services App • Include information in 'The Latest News' e-newsletter • 30 sec Radio Script
Basis of rating (section 151(5)(e)) of the Act)	Significant (Rating)	<ul style="list-style-type: none"> • Council website • Local news publication (print if available, but otherwise digital) • Consult with the whole council area • Invite submissions • Explain decision-making process and how feedback will inform council's decision • Seek and consider feedback from the community (minimum 21 day engagement) and provide summary of feedback to Council ahead of the decision 	<ul style="list-style-type: none"> • Information on online Engagement Hub (yoursay.portlincoln.sa.gov.au) • Publish Information on Facebook • Add Spotlight in My Local Services App • Include information in 'The Latest News' e-newsletter

Subject Matter	Charter Category	Charter Requirement	Council Additional Engagement Methods
		<ul style="list-style-type: none"> • Invite public to a public meeting which may be part of a council meeting or separate event to provide submissions (written or verbal) on the matter 	
Differential rating and special adjustments (section 156(14a)(b) of the Act)	Significant	<ul style="list-style-type: none"> • Council website • Local news publication (print if available, but otherwise digital) • Consult with the whole council area • Invite submissions • Explain decision-making process and how feedback will inform council's decision • Seek and consider feedback from the community (minimum 21 day engagement) and provide summary of feedback to Council ahead of the decision • Invite respondents to Council meeting to speak to their submission before the decision is made 	<ul style="list-style-type: none"> • Information on online Engagement Hub (yoursay.portlincoln.sa.gov.au) • Publish Information on Facebook • Add Spotlight in My Local Services App • Include information in 'The Latest News' e-newsletter
Revocation of classification of land as community land (section 194(2)(b) of the Act)	Significant	<ul style="list-style-type: none"> • Council website • Local news publication (print if available, but otherwise digital) • Consult with the whole council area • Invite submissions • Explain decision-making process and how feedback will inform council's decision 	<ul style="list-style-type: none"> • Information on online Engagement Hub (yoursay.portlincoln.sa.gov.au) • Publish Information on Facebook • Add Spotlight in My Local Services App • Include information in 'The Latest News' e-newsletter • 30 sec Radio Script

Subject Matter	Charter Category	Charter Requirement	Council Additional Engagement Methods
		<ul style="list-style-type: none"> • Seek and consider feedback from the community (minimum 21 day engagement) and provide summary of feedback to Council ahead of the decision • Invite respondents to Council meeting to speak to their submission before the decision is made 	<ul style="list-style-type: none"> • Install sign on subject land
Community Land Management Plan Adoption (section 197(1) of the Act) Significant Amendment or Revocation (section 198(2) and (3) of the Act)	Significant	<ul style="list-style-type: none"> • Council website • Local news publication (print if available, but otherwise digital) • Consult with the whole council area • Invite submissions • Explain decision-making process and how feedback will inform council's decision • Seek and consider feedback from the community (minimum 21 day engagement) and provide summary of feedback to Council ahead of the decision • Invite respondents to Council meeting to speak to their submission before the decision is made <p>(No requirement if amendment has no impact or no significant impact on the interests of the community)</p>	<ul style="list-style-type: none"> • Information on online Engagement Hub (yoursay.portlincoln.sa.gov.au) • Publish Information on Facebook • Add Spotlight in My Local Services App • Include information in 'The Latest News' e-newsletter
Alienation of community land by lease or licence (s202(2) of the Act)	Significant	<ul style="list-style-type: none"> • Council website 	<ul style="list-style-type: none"> • Information on online Engagement Hub (yoursay.portlincoln.sa.gov.au)

Subject Matter	Charter Category	Charter Requirement	Council Additional Engagement Methods
		<ul style="list-style-type: none"> Local news publication (print if available, but otherwise digital) Consult with the whole council area Invite submissions Explain decision-making process and how feedback will inform council's decision Seek and consider feedback from the community (minimum 21 day engagement) and provide summary of feedback to Council ahead of the decision Invite respondents to Council meeting to speak to their submission before the decision is made <p>(exemptions in s202(3) apply)</p>	<ul style="list-style-type: none"> Publish Information on Facebook Add Spotlight in My Local Services App Include information in 'The Latest News' e-newsletter
Permit/authorisation for alteration/use of roads (business purposes) (section 223(1) of the Act)	Inform	Traffic impeded < 48 hours with detour <ul style="list-style-type: none"> Council website Information to the whole council area, if it may be directly affected Information to local community that may be directly affected 	<ul style="list-style-type: none"> Publish Information on Facebook Include information in 'The Latest News' e-newsletter Include information in 'The Latest News' print article in Port Lincoln Times
	Local	Traffic impeded > 48 hours (with detour) or no detour	<ul style="list-style-type: none"> Publish Information on Facebook Include information in 'The Latest News' e-newsletter Include information in 'The Latest News' print article in Port Lincoln Times

Subject Matter	Charter Category	Charter Requirement	Council Additional Engagement Methods
		<ul style="list-style-type: none"> • Council website • Seek and consider feedback from the community, and explain how feedback will inform council's decision • Consult with the local community 	<ul style="list-style-type: none"> • Letter drop to affected residents in the immediate area
Planting vegetation on a road (significant local impact) (section 232(b) of the Act)	Local	<ul style="list-style-type: none"> • Council website • Seek and consider feedback from the community, and explain how feedback will inform council's decision • Consult with the local community 	<ul style="list-style-type: none"> • Publish Information on Facebook • Include information in 'The Latest News' e-newsletter • Include information in 'The Latest News' print article in Port Lincoln Times • Letter drop to affected residents in the immediate area
Power to make orders – policy (hazards; inappropriate habitation) (section 259(2)(b) of the Act)	Standard	<ul style="list-style-type: none"> • Council website • Consult with whole council area • Seek and consider feedback from the community, and explain how feedback will inform council's decision <p>(exemptions for minor amendments apply s259(5))</p>	<ul style="list-style-type: none"> • Information on online Engagement Hub (yoursay.portlincoln.sa.gov.au) • Publish Information on Facebook • Add Spotlight in My Local Services App • Include information in 'The Latest News' e-newsletter • Include information in 'The Latest News' print article in Port Lincoln Times
Election Information (section 13A(2) of the <i>Local Government (Elections) Act 1999</i>)	Inform	<ul style="list-style-type: none"> • Council website • Information to the whole council area, if it may be directly affected 	<ul style="list-style-type: none"> • Publish Information on Facebook • Include information in 'The Latest News' e-newsletter

Subject Matter	Charter Category	Charter Requirement	Council Additional Engagement Methods
		<ul style="list-style-type: none">Information to local community that may be directly affected	<ul style="list-style-type: none">Include information in 'The Latest News' print article in Port Lincoln Times