

Community Engagement Policy consultation findings

1-30 September 2025

Over 100
voices
heard

Background

A review was undertaken on the Community Engagement Policy to ensure it continues to reflect community expectations and best practice engagement. Community feedback was gathered from 1- 30 September 2025

Recommendations

Maintain a mix of engagement methods

While digital tools suit busy lifestyles and allow for flexibility including the in-person sessions, printed materials and direct contact with Councillors to allow all to participate.

Close the loop

Close the loop with communities and avoid long gaps between consultations.

Strengthen relationships

Mor informal engagements to build approachable engagement, and to better involve underrepresented groups such as First Nations people and younger residents

How we engaged

- Participate Nillumbik website
- Social media (Facebook/Instagram),
- Roaming the Hurstbridge Wattle Festival, Diamond Creek Rotary Festival, Edendale Community Environment Farm
- Attended the Positive Ageing Advisory Committee
- Held two internal staff meetings.

Findings

Top 3 preferences to provide feedback

- Online surveys
- In-person
- In-person focus group/workshop

Did people experience barriers to participation?

Majority did not experience barriers to participation but felt their feedback wouldn't make a difference or they hadn't heard of the opportunity to provide feedback.

What might encourage them to provide feedback?

Positive experiences, such as feeling heard on local issues or seeing improvements in community facilities will help build trust and encourage ongoing involvement.

Staff Feedback

What's working well:

- in-person engagement and direct interaction
- targeted engagement with impacted groups
- cross-collaboration with community groups and consultants
- providing translation services
- being mindful of event timing and community calendars.

Next steps

The draft Community Engagement Policy will go to the 9 December Council Meeting for formal adoption.

Just make sure you give regular updates of how you used the feedback
~ resident