

Community Engagement at the City of West Torrens

March 2026

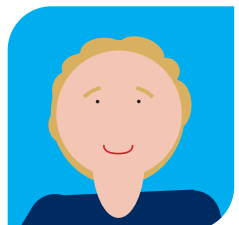
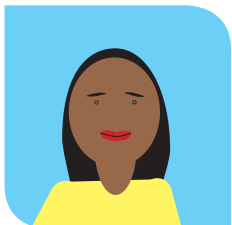


About this document

This document provides an overview to the City of West Torrens' approach to engaging with our community.

There are many benefits to involving the community in council decisions, including:

- Meeting council's responsibilities under the *Local Government Act 1999* and other legislation that requires council to undertake public consultation.
- Achieving good governance through transparency and open communication with those affected by council decisions.
- Achieving specific objectives of council's Community Plan around meaningful community participation.
- Access to knowledge and information within the community to assist council decision making.
- Providing opportunity for community members to contribute to decisions that affect them.
- Increased community awareness and understanding of what council is doing.
- Improved mutual understanding of key issues from council and community perspectives.
- Supporting legitimacy and acceptance of council decisions among the community.



Engagement principles

In the *Council Policy: Community Engagement*, council has adopted the principles set out in the state Community Engagement Charter:

1

Members of the community should have reasonable, timely, meaningful and ongoing opportunities to gain access to information about proposed decisions, activities and processes of councils and to participate in relevant processes.

2

Information about issues should be in plain language, readily accessible and in a form that facilitates community participation.

3

Participation methods should seek to foster and encourage constructive dialogue, discussion and debate in relation to proposed decisions, activities and processes of councils.

4

Participation methods should be appropriate having regard to the significance and likely impact of proposed decisions, activities and processes.

5

Insofar as is reasonable, communities should be provided with information about how community views have been taken into account and reasons for actions and decisions of councils.

Engagement roadmap



Governing and guiding documents

Council Policy

- A public document that governs council's community engagement and ensures statutory obligations are met.
- All community engagement by council must be consistent with the Policy.

Council Policy	
COMMUNITY ENGAGEMENT	

Last Review Date:	March 2026
Next Review Date:	Click or tap to enter a date.
Objective ID:	
Responsible Manager:	Customer and Engagement
General Manager:	General Manager Communities
Approved by:	Choose an item.

1 PURPOSE

- 1.1 In accordance with Section 50A of the *Local Government Act 1999* (the LG Act) this policy relates to community engagement for the purposes of the LG Act. The policy must be consistent with and comply with any requirements specified by the Community Engagement Charter (the Charter).
- 1.2 The purpose of this policy is to ensure Council satisfies its legislative obligations for public consultation and public notification by:
 - Meeting minimum mandatory public consultation and notification requirements in the LG Act and the Charter.
 - Meeting public consultation and notification requirements under other Acts.
 - Using appropriate and cost-effective engagement methods which are relevant to the specific circumstances of each decision, activity or process.
 - Providing for participation by the local community, key stakeholders and interested parties
 - Using feedback to enhance decision making.
 - Providing information on the reasons for decisions or actions of council.
- 1.3 The Policy does not replace or override the specific public consultation or notification processes that are required by and documented in legislation.

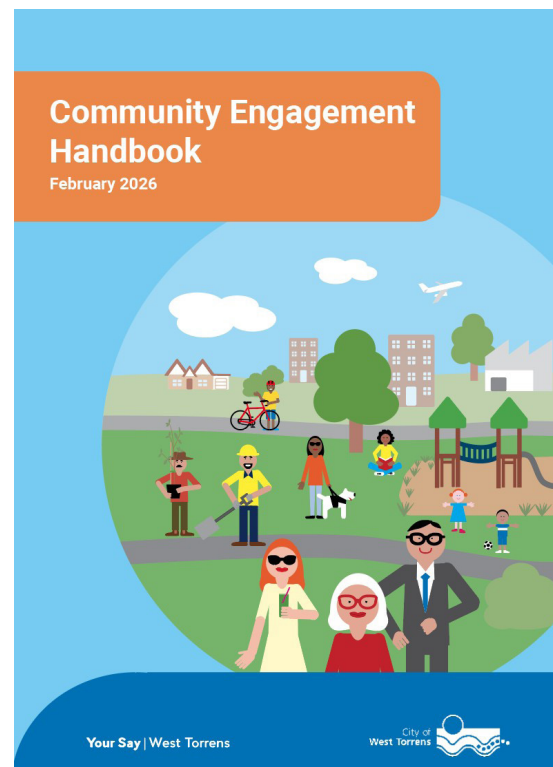
2 SCOPE

- 2.1 This policy applies to decisions, activities and processes undertaken by the Council, a delegate of the Council or a person exercising power on the Council's behalf, where public consultation is to be undertaken in compliance with the LG Act, the Charter, or this policy.
- 2.2 The Chief Executive Officer is responsible for the implementation and application of this policy and reporting the outcomes of consultations to the Council as required.
- 2.3 Council may, from time to time, alter or substitute a new policy, following public consultation.

Objective ID: Page 1

Community Engagement Handbook

- An internal council document that guides day to day planning and delivery of community engagement.
- Includes checklists, templates, and supporting information.
- Covers all stages of the Engagement Roadmap: Plan, Prepare, Engage, Report, and Close the loop.



Who we engage with

Planning for every community engagement considers the individuals and groups that may be impacted by or interested in the council decision or action proposed.

'Community' means:

People who live, work, study, own property, conduct private or government business, visit or use services, facilities and public spaces and places of council.

Within this broad definition can exist:

- Communities of place associated with a geographic location.
- Communities of interest associated with a shared interest.
- Communities of affiliation or identity such as industry or sporting groups, or demographic or cultural groups.



How we engage

A range of activities are used to engage with community, and to promote and encourage participation in engagement.

Activities are tailored to each engagement based on the engagement goals, who should be engaged, and the requirements of the Community Engagement Charter.

Engagement activities

Online:

- Your Say West Torrens - project pages, digital feedback tools.
- Emailed submissions.

In person/print:

- Drop-in sessions.
- Facilitated workshops.
- Reference groups.
- Focus groups.
- Public meetings.
- Engagement at Council events such as Summer Festival or Youth Advisory Council meetings.
- Door knocking.
- Printed feedback forms.
- Mailed feedback forms.
- Written submissions.
- Invitations to speak at Council meetings.

Promotion of engagement

Online:

- Email to Your Say West Torrens database, members, other databases for communities of interest.
- Social media posts and/or paid advertising.
- News item on main council website.

In person/print:

- Addressed letters.
- Letterbox drop (letters or flyers).
- Outdoor coreflute signs.
- Indoor printed or digital displays at council facilities.
- Paid indoor or outdoor printed or digital displays.
- Newspaper notice or advertising.
- Talking Points magazine.

Access and inclusion

To support access and inclusion, community engagement involves the following practices as appropriate to encourage broad participation and reduce barriers to participation:

Multiple methods used to promote and enable participation in the engagement process including online, in writing and in person options.

Your Say West Torrens webpage:

- Translation function enabling translation into 15 languages including those most frequently spoken amongst West Torrens residents according to Australian Bureau of Statistics (ABS) Census data.
- Userway accessibility widget.
- Readspeaker.
- Accessible font.

Coreflute sign template:

- Features the 5 most frequently spoken languages in West Torrens according to ABS Census data.
- Accessible font.

Scheduling of engagement to avoid or take into consideration:

- Christmas and Easter.
- School holidays.
- Other significant cultural and religious periods or events, particularly where participation of multicultural communities is a goal of engagement.

Examples of engagement promotions

Coreflute sign:



Playground replacement

ਸਿਟੀ ਆਫ ਵੇਸਟ ਟੋਰੇਂਸਸਜ਼ ਜ਼ੋਡਿਨੁਹੋਸ।

Coinvolgiti con la Città' di West Torrens

ਸਿਟੀ ਆਫ ਵੇਸਟ ਟੋਰੇਂਸ ਦੇ ਨਾਲ ਜੁੜੋ

Συνδεθείτε με την Πόλη του West Torrens

与西托伦斯市紧密相连

The play equipment at Florence Street Reserve will be upgraded in 2025.

To tell us which of the new play equipment options you like best, scan the code or visit:
yoursay.westtorrens.sa.gov.au/florence25

Open for feedback 10 April - 11 May 2025.

We welcome feedback from playground users of all ages!



yoursay.westtorrens.sa.gov.au
westtorrens.sa.gov.au
info@wtcc.sa.gov.au
8416 6333

Your Say | West Torrens

City of
West Torrens



Digital multiscreen:



Open for
feedback

**Are you a person with disability?
Are you a family member or
supporter of someone with
disability?**

Help shape our new Disability Access and Inclusion Plan, share your experiences and ideas at:

yoursay.westtorrens.sa.gov.au

Open for feedback until 15 September 2025.

For assistance phone 8416 6333.

Your Say | West Torrens



City of
West Torrens



2-sided postcard:



Poster:

