Key considerations when developing an engagement plan in the context of the Fair Go Rates system

Key engagement principle	Questions	Outcomes	
		Council	**Ratepayers**
1. The engagement program must contain clear, accessible and comprehensive information and follow a timely process to engender feedback from the community	Do you have an agreed engagement plan which is fit for purpose? Does the engagement plan include a clearly defined feedback loop? Has a factual and clear understanding of the situation and priorities of the council's budget been shared with the community?	Engagement plans are embedded into ongoing budget planning Budget decision making is transparent and well communicated	Able to access budget information and data
2. The engagement program should be ongoing and tailored to community needs	Are you providing opportunities for all to participate regardless of language, geographic, physical or technological barriers? Does your engagement plan match the complexity of tradeoffs that might be required?	Effective and up to date understanding of your local community, businesses and networks Skilled staff or advisers available to provide information in a variety of relevant ways — community languages, plain English, graphic visualisations, digital support	Individuals, businesses and networks — understand they have can participate in the budget trade off process
3. The engagement program should prioritise matters of significance and impact	Do you have an internally agreed engagement plan? Is your engagement plan fit for purpose and represent value for money? Will this plan help you to find areas of common ground for discussion with all different elements of the community? Does the plan allow you to make it clear what the community can and cannot influence?	Internal systems and decision making processes are in place to respond to community input to budget setting Experience in using appropriate tools and techniques for engagement on budgets	Community endorsement of the process as having been fair, accessible and open Understand how to stay informed about issues and decisions
4. The engagement program should lead to communities becoming more informed about council decision making	Are you sharing not only the recommendation but the information base which led you to that recommendation? Are feedback reports written into your plan?	Evidence-based decision making Publication of decisions and policies Explain how stakeholder input was gathered and used Document and report on the community input	Understand the trade-offs required in budget setting The community understands what decisions it can influence A community which understands the need for personal views to be weighed and balanced against the views of others around budget setting