

Higher cap application engagement narrative map

Purpose: This infographic shows how a higher cap application might demonstrate it has met the community engagement requirement of the Fair Go Rates system.

What should be demonstrated?

Long term funding need (demonstrated through robust long-term planning and engagement)

Key question

What actions has the council taken to address the need?

Legislative basis

How the views of ratepayers and the community have been taken into account in proposing the higher cap.
Section 185E(3)(c), *Local Government Act 1989*

Key engagement principles

Principle 1: The engagement program should contain clear, accessible and comprehensive information and follow a timely process to engender feedback from the community.

Principle 2: The engagement program should be ongoing and tailored to community needs.

Principle 3: The engagement program should prioritise matters of significance and impact.

Principle 4: The engagement program should lead to communities becoming more informed about council decision making.

How engagement could be described within the application's narrative
(evidence can be attached to the narrative – see below)

Describe:

- what the council did to engage with ratepayers and community members
- what information the council gave to ratepayers and community members during the engagement process
- in what forms was this information given to ratepayers and community members
- how feedback was gathered and what this feedback was.

Describe:

- how council's engagement fits in with the council's ongoing strategic resource plan
- why the council engaged in the way it did
- how the council considered opportunities for all to participate regardless of language, geographic, physical, technological or other barriers
- how the engagement program was designed to accommodate the complexity of options and trade-off information
- how previous engagement activities informed council's engagement.

Describe:

- how the council considered the scale of the higher cap
- whether the higher cap is addressing short term or long term financial needs
- how engagement was conducted in the context of the issues above
- how the options or trade-offs were presented
- what the council learnt about the community's priorities through the engagement process
- how the council assessed differing community views.

Describe:

- how feedback was gathered and what this feedback was
- how the outcomes of the engagement process were communicated with the community
- how the engagement undertaken influenced the council's decision to apply for a higher cap
- how the council is responding to issues raised during engagement and why
- how the council dealt with or is dealing with unmet community expectations in relation to rate increases and/or service provision
- how the council maintains ongoing communication with its community.

Documentation that might support the application's narrative
(should be cross-referenced within the narrative)

- an engagement plan
- agendas, material and information provided to community members during the engagement processes
- documents that capture and analyse the views expressed during the engagement processes (such as survey results, comments from community meetings or listening posts, or submissions)
- council analyses of community and ratepayer views
- council meeting reports, minutes or records of discussions where the council considered the views of ratepayers and the community
- material provided to community members reporting back and explaining how the engagement process informed the council's higher cap application.