



## Engaging with ratepayers and the community

1. Develop a robust, documented engagement plan.
2. Integrate engagement on higher caps with engagement on council planning processes such as council plans or the annual budget and strategic resource plan.
3. Avoid focusing on a single issue or project. Consider all the consequences and trade-offs associated with the higher cap.
4. Make available transparent, accessible and timely information on any major trade-offs.
5. Bring your communities along on a journey to better understand the short and long term constraints and opportunities you face .
6. Focus on how your engagement plan achieves the Fair Go Rates system's key engagement principles.
7. Use engagement techniques best suited to your community and the cost of which is proportionate to the issue.
8. Seek examples of good practice that apply to your situation.
9. Ensure that you evaluate the engagement plan and its outcomes.
10. Articulate clearly how concerns of those opposing a higher cap have been considered.

## Documenting engagement in your application

### Ensure the narrative in your application explains:

- how you engaged with ratepayers and the community
  - what information did you present?
  - how was it presented?
  - how did you seek feedback?
  - how was the discussion had?
- why you engaged with ratepayers and the community the way you did
  - was the group you engaged with representative of the community or those affected by the issue at hand?
- what you learnt about the views of ratepayers and the community
- how these views informed council decision-making on higher caps.

### Ensure you provide evidence to support the narrative such as:

- an engagement plan
- samples of information provided to the community during the engagement process
- documents capturing the views expressed during engagement (comments from community meetings, survey results, or written submissions)
- analysis of community and ratepayer views (qualitative and quantitative)
- council reports, minutes or records of discussions where the council considered the outputs of the engagement process (i.e. the views of ratepayers and the community)
- material provided to community members reporting back and explaining how the engagement process informed the council's application.