

Draft Community Engagement Policy

Community Engagement Outcomes Report



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1. Introduction

The Minister for Local Government's Community Engagement Charter was published in December 2025. We reviewed our existing Public Consultation Policy and created a draft Community Engagement Policy in line with the requirements of the *Local Government Act 1999* (the Act) and the Community Engagement Charter (the Charter).

We invited community feedback on the draft Community Engagement Policy between Wednesday 25 March and Sunday 26 April 2026. This engagement ran alongside community engagement for our draft Community Engagement Framework.

We received one formal feedback response relating to the draft Policy.

This report presents feedback received during the engagement period and will be presented to Council and made available to those who participated in the consultation on Council's Engagement Platform.

2. Summary of Engagement

Engagement approach

The purpose of the engagement was to assist us to understand our community's level of support for the draft Community Engagement Policy.

A community engagement plan was developed, and community engagement was undertaken between 25 March and 26 April 2026.

Our engagement approach aimed to provide detail about what community engagement is, the difference between the role of the Community Engagement Framework and Policy, our legal obligations under the Act and the Charter.

Questions were asked to determine participants level of support for the draft Policy and any additional feedback or comments.

A feedback form was developed and provided online and in hardcopy format. It contained both closed and open style questions. An easy read version of the feedback form was created.

Feedback could be provided via any of the following options:

- Online - complete our online feedback form.
- Hardcopy feedback - collect a hardcopy feedback form from any of our libraries or customer service centres or print your own from the Document Library.
- In writing - submit ideas or feedback in writing via email (engage@ahc.sa.gov.au) or via letter addressed to 63 Mount Barker Rd, Stirling SA 5152.
- Phone - give us a call to share your feedback.

Distribution and promotion

The opportunity to provide feedback was promoted through the following channels:

- Notices posted on Council's website and engagement platform.
- Courier Advertisement on 25 March 2026.
- Hills Voice E-newsletter.
- Email to engagement subscribers with relevant categories of interest.
- Email to relevant community and stakeholder groups.
- Information and hardcopy feedback forms available at libraries/customer service centres at Gumeracha, Stirling, Norton Summit and Woodside.
- Social media promotion.
- Engagement activities throughout March and April.

Email and social media promotion statistics are presented below:

Table 1 Promotional statistics

Media	Number of posts / emails	Reach	Engagement
Adelaide Hills Council Facebook	2 posts	1,727 views	10 reactions, 3 shares, 2 link clicks
Adelaide Hills Council Instagram	2 posts	750 impressions, 28 engagements	15 reactions, 21 clicks, 2 reposts
Hills Voice April e-Newsletter	1 email	4,336 emails sent 1,626 emails opened	513 email clicks
Adelaide Hills Engagement Hub email	2 emails	2,360 emails sent, 1,048 emails opened	91 email clicks
Adelaide Hills Engagement Hub page	NA	401 views, 166 visitors	5 contributors, 1 follower (across draft Framework and Policy engagements)

A copy of information provided on Council's Engagement Platform and feedback form is available in Appendix A.

All e-newsletters, advertisements and social media posts are provided in Appendix B.

3. Participants

This section provides details about participation during the engagement period.

Participation source

The following table displays how participants provided feedback or were involved in discussions, during the engagement period.

Table 2 *Participation source*

Formal feedback responses	Number Participating
Online and hardcopy feedback form submissions	1
Written response – email, letter	0
Formal feedback responses	1
Informal feedback responses	
HERD network meeting	3 attendees
CFS engagement officers meeting	3 attendees
Lenswood Community Forums	31 attendees, 3 discussions
Informal feedback interactions / responses	9
Total participation across all streams	10

4. Online and Hardcopy Feedback

One online feedback response was received during the engagement period. This feedback submission can be seen below.

Table 3 *Feedback Responses*

What do you think of the draft Community Engagement Policy?	Please provide more information about your response
I like it	This is a great policy, improving on past AHC policies. Some minor comments are -

	1) "Inform - Election information - section 13A (2) of the Local Government (Elections) Act 1999 of the Act." Whilst this categorisation is set by the Charter, essentially this only requires Council to promote the election on its website, social media and an e-newsletter/print media. To improve community awareness and participation in Council elections, it would be great if Council committed to promoting the Council election with some roadside signage, displays at its libraries/service centres/community centres and potentially even pop-up displays. To ensure such occurs, could a separate column be added to the policy, labelled "Inform - Council Elections", with crosses in the relevant boxes. Or alternatively, a sentence be added in Section 6 of the document, recognising the unique communication requirements of Council elections? 2) One notable positive is that now there is a Council meeting invitation for respondents on 'significant category' consultations - I recall such wasn't in place for the last AHC representation review in 2025, which caused some surprise when it was submitted to a Council agenda without advising consultation participants. 3) In terms of this Charter requirement "Seek and consider feedback from the community - significant matters ", I would like to see AHC commit to more than just a summary of community engagement feedback to the Council ahead of the decision. Through Elected Members only being provided a summary, and not the 'primary source' documents that the community has submitted, it opens the door for concerns about transparency and unconscious bias of Council staff to only note, report and feedback that they feel is relevant. This is akin in a legal setting to the Judge's Associate screening all evidence and summarising it, rather than letting the Judge see all evidence. It is important that the Judge, or in this case the Elected Body of Council, see all information that is submitted on consultations by the community. This has the benefit of increased transparency, and reduces the likelihood of Ombudsman investigations or judicial reviews from aggrieved parties.
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5. Community Meetings and Drop-in Sessions

Stakeholder Meetings and engagement forums

On commencement of engagement, emails were sent to resident and community associations across the Adelaide Hills as well as the Peramangk and Kurna Aboriginal Corporation and other key community organisations.

These emails promoted the engagement and included the range of ways groups could get involved. The emails offered the opportunity for a staff member to attend a meeting to discuss the draft Framework and Policy on request.

We also considered any existing community network meetings and the opportunity to discuss the draft Framework and Policy in these settings.

Groups / stakeholders that staff met with:

- Hills Emergency Resilience Disability Group (HERD).
- CFS Engagement Officers for Station 1 and 2.

Lenswood Community Forum

The Lenswood Community Forum was held on Monday 30 March at the Lenswood Bowling and was attended by 31 community members. The forum included a range of presentations and discussions from council representatives and community leaders.

Community members had the opportunity to participate in a range of engagement activities with council staff and Elected Members at the forum including speaking to council's Community Engagement Coordinator about the draft Community Engagement Framework and Policy and about opportunities to work with council staff on local initiatives and decision-making discussions

Themes of feedback across face-to-face discussions:

- Importance of transparency and honesty.
- Respect and time given to resident groups to provide knowledge and needs for their local area.
- Importance of the identity of Adelaide Hills and individual townships.
- Difficulty identifying and accessing the appropriate contact/s within council.
- Perception that concerns are not being heard or understood by council.

6. Conclusion

One formal community engagement response was received during the engagement period. Following the suggestions made by this community member, small amendments have been proposed for the final version of the draft Community Engagement Policy.

The table below explains the amendments that have been made in line with community feedback and provides responses regarding any ideas that are not able to be incorporated.

Table 4 *Council responses to community feedback*

Feedback request / commentary	Council feedback / response
1) "Inform – Election information	We have added the following dot points to Table 1 under "information to the whole council area": - Consider signage in prominent locations e.g. roadside, major reserves, shopping centres, libraries and community centres. - Consider pop-up information sites or sessions.
2) One notable positive is that now there is a Council meeting invitation for respondents on 'significant category' consultations	We too appreciate the clarity the Charter has provided around the requirement to invite people who have made a written submission to attend a council meeting to speak to their submission before the decision is made, for "significant category" engagements.
3) In terms of this Charter requirement "Seek and consider feedback from the community – significant matters ", I would like to see AHC commit to more than just a summary of community engagement feedback to the Council ahead of the decision.	We have modified the wording in Table 1 to reference a "Community Engagement Outcomes Report" being presented to a Council meeting for consideration by Council ahead of decision rather than a summary report. While we understand the value of including all verbatim responses as part of this Community Engagement Outcomes Report, there are certain engagements where this isn't appropriate due to the nature of the engagement and/or personal nature of responses shared by community members. Where appropriate, verbatim responses will be included as part of the Community Engagement Outcomes Reports provided to Council.

7. Appendices

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Appendix A – Information Provided and Feedback Form



Home / Your Say, Your Way

What's happening

During September and October 2025, we asked for your help to shape the way we engage in the Adelaide Hills. We are developing a Community Engagement Framework that will guide the way we undertake community engagement activities, and we asked you to help us to understand what's most important to feature in this framework.

To find out what we heard from our community during Phase 1 of community engagement, follow the link below or read the Engagement Outcomes Report.

The ideas and feedback you shared have been used to develop our draft Community Engagement Framework and now we want to find out if we heard you correctly. You can review the draft Framework and share your feedback by following the link below.

The Minister for Local Government's Community Engagement Charter was published in December 2025. We have reviewed our Public Consultation Policy and created a draft Community Engagement Policy in line with the requirements of the *Local Government Act 1999* and the Community Engagement Charter. We are seeking our communities' feedback on the draft Policy.

Timeline

- Community Engagement - Phase 2**
18 March and 26 April 2026.
Feedback on draft Community Engagement Framework.
- Community Engagement - Phase 3**
25 March to 26 April 2026.
Feedback on draft Community Engagement Policy.

[See more](#)

Links

Our Communities' feedback on the draft Policy.



Phase 1 - Your Say, Your Way

View information we shared and find out what we heard during Phase 1 of community engagement.

[Find out more >](#)



Phase 2- Draft Framework

Share your feedback on our draft Community Engagement Framework.

[Share your feedback >](#)



Phase 3 - Draft Policy

Share your feedback on our draft Community Engagement Policy.

[Share your feedback >](#)

LINKS

- [The Local Government Act 1999](#)
- [Minister for Local Government's Community Engagement Charter](#)
- [AHC Public Consultation Policy](#)
- [Your Say, Your Way Community Engagement Outcomes Report](#)

FAQs

- ? What is community engagement?
- ? What is a community engagement framework?
- ? What is the difference between council's community engagement framework and policy?
- ? What factors form part of Council's decision-making processes?
- ? What is the difference between community engagement and a customer request?

Who's Listening

Melissa Clarke

Community Engagement Coordinator, Adelaide Hills Council

Phone: 8408 0400

Email: mclarke@ahc.sa.gov.au

Share your feedback on our draft Community Engagement Policy.

We have updated our Public Consultation Policy to align with the Minister for Local Government's Community Engagement Charter.

Under the [Local Government Act 1999](#) (the Act) every council is required to maintain a Community Engagement Policy. The Community Engagement Policy sets out our formal commitments, statutory requirements and minimum standards for community engagement.

The review of our existing [Public Consultation Policy](#) was delayed while we waited on the release of the Minister for [Local Government's Community Engagement Charter](#) (the Charter). The Charter was released in December 2025.

We have updated our Policy to align with the requirements of the Charter and related amendments to the Act. Now we'd like to know what you think of the draft Policy.

You can view the existing Policy and the draft Policy, by selecting the links below:



**View our draft
Community Engagement
Policy**

[View policy >](#)



**View our existing Public
Consultation Policy**

[View policy >](#)

Feedback Form – Draft Community Engagement Policy



Help us to review our draft Community Engagement Policy.

Once you have completed your form you can return it by:

- Dropping it into an Adelaide Hills Council library or customer service centre.
- Mailing it to 63 Mount Barker Road, Stirling SA 5152.
- Emailing it to engage@ahc.sa.gov.au.



Engagement closes on Sunday 26 April 2026. This submission form is also available online at engage.ahc.sa.gov.au.

About you

The below questions help us to understand who we are engaging with. All demographic questions are optional.

Your name

Your suburb, township or locality

Your email address

Your age group

Select one answer only	
☐ Under 14 years	☐ 55 to 64 years
☐ 15 to 24 years	☐ 65 to 74 years
☐ 25 to 34 years	☐ 75 to 84 years
☐ 35 to 44 years	☐ 85 years and above
☐ 45 to 54 years	

Your gender

Select one answer only			
☐ Male	☐ Female	☐ Non-binary	☐ Prefer not to say
☐ Prefer to select-describe			

Your feedback

What do you think of the draft Community Engagement Policy?

Select one answer only			
☐ I like it	☐ It's ok	☐ I don't like it	☐ I'm not sure

Please provide more feedback about your response.

What do you like? Is there anything missing? Do you have any additional feedback?

Draft Community Engagement Policy

Easy Read Feedback Form

A screenshot of a feedback form titled 'Draft Community Engagement Policy'. It includes fields for Name, Email, Phone Number, and Address, along with a section for comments.

We would like your help to review our draft Community Engagement Policy.

You can view the draft Community Engagement Policy by visiting Adelaide Hills Engagement Hub

www.engage.ahc.sa.gov.au



You can also view a copy at one of our libraries or customer service centres at the below locations:

- Stirling Coventry Library – 63 Mount Barker Road, Stirling.
- Woodside Library – 26 Onkaparinga Road, Woodside.
- Gumeracha Library – 45 Albert Street, Gumeracha.
- The Summit Community Centre – 4 Crescent Drive, Norton Summit.



Please call council on 8408 0400 if you need any assistance.



You

About you

Your name



Your suburb or township



Your email or phone number

If you would like to stay in the loop.



Your feedback



What do you think of the draft Community Engagement Policy?

Put a tick or cross next to 1 answer below.



I like it

☐

It's ok

☐

I don't like it

☐

I'm not sure

☐



Do you have feedback about the draft

Policy you would like to share?

This could be about what you like or don't like
or if anything is missing.

A large, empty rectangular box with a thin black border, intended for users to provide feedback.



Thank you for your feedback.

Please hand your completed form to staff at an Adelaide Hills Library or Customer Service Centre, by Sunday 26 April 2026.



Or you can mail your completed feedback form to Adelaide Hills Council at 63 Mount Barker Road, Stirling SA 5152.



Image credit

Envato website artists and photographers: Lady waving - by Sangiao_photography

Person thinking - by DC_Studio

Person writing – by ADDICTIVE_STOCK

Thank you - by kenishirotie



Draft Community Engagement Policy

Share your feedback



Share your feedback on our draft Community Engagement Policy.

We have updated our Policy to align with the requirements of the Minister for Local Government's Community Engagement Charter and related amendments to the Local Government Act 1999.

To view the draft Policy and to provide your feedback, please visit engage.ahc.sa.gov.au, drop into an AHC library or contact us via the below details:

-  8408 0400
-  engage@ahc.sa.gov.au
-  63 Mt Barker Rd, Stirling SA 5152

Provide your feedback by Sunday 26 April 2026



08 8408 0400
mail@ahc.sa.gov.au
ahc.sa.gov.au



Draft Community Engagement Policy



Share your feedback on our draft Community Engagement Policy.

We have updated our Policy to align with the Minister for Local Government's Community Engagement Charter.

Under the Local Government Act 1999 (the Act), every council is required to maintain a Community Engagement Policy.

The Community Engagement Policy sets out our formal commitments, statutory requirements and minimum standards for community engagement.

The Minister for Local Government's Community Engagement Charter (the Charter) was released in December 2025.

We have updated our existing Public Consultation Policy to align with the requirements of the Act and the Charter, and we'd like to know what you think of it.



You can view a copy of the draft Community Engagement Policy online on Adelaide Hills Engagement Hub or access a printed copy at our libraries and customer service centres at Stirling, Woodside, Gumeracha and Norton Summit.

Sharing your feedback

There are a variety of ways that you can provide your feedback on our draft Community Engagement Policy:

- Online - complete our online feedback form on Adelaide Hills Engagement Hub.
- Hardcopy feedback - collect a hardcopy feedback form from any of our libraries or customer service centres or print your own from the Document Library.
- In writing - submit your feedback in writing via email to engage@ahc.sa.gov.au or via letter addressed to 63 Mount Barker Rd, Stirling SA 5152.
- Phone - give us a call on 8408 0400.

Community engagement closes on Sunday 26 April 2026.

If you need assistance to provide your feedback, please email engage@ahc.sa.gov.au or call 8408 0400.



08 8408 0400
mail@ahc.sa.gov.au
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Courier Ad – 18 March 2026

Your Say, Your Way

Share feedback on our draft Community Engagement Framework and Policy



The Community Engagement Framework guides how we engage with the community, setting the principles, approach and culture.

The Community Engagement Policy is the formal governance and legislative foundation.

Share your feedback on the Framework and Policy by Sunday 26 April 2026.

Scan to find out more:

-  engage.ahc.sa.gov.au
-  mail@ahc.sa.gov.au
-  8408 0400



 **Adelaide Hills Council**
March 26 · 🌐

Have your say on our Draft Community Engagement 'Framework' and 'Policy' 🗣️ We've made revisions based on your feedback, and we want to know if we have it right.

- 📄 The Framework outlines how we engage, including the principles, approach and culture that guide our conversations with you.
- 📄 The Policy is the formal foundation that ensures our engagement aligns with governance requirements and legislation.

Your insights will help shape a more responsive, transparent and collaborative Council.

Share your feedback by 📅 Sunday 26 April, visit 🖱️ <https://ow.ly/ushn50YysxA>



Your Say, Your Way
Draft Community Engagement Framework and Policy feedback



 **Adelaide Hills COUNCIL**

👍 3

👍 Like 💬 Comment ➦ Share

 Write a comment... 🗨️ 😊 📷 📄 🗑️



Adelaide Hills Council

April 22 at 5:45 PM · 🌐

...

Just a few days left to have your say on our Draft Community Engagement 'Framework' and 'Policy'. 🗨️📄 These documents guide how we connect with our community and involve you in decision-making.

What do you think of the drafts? What's working well, and what could be improved? 📝 Your input helps shape how we engage with our community in the future.

Share your feedback by 📅 Sunday 26 April, visit 📄 <https://ow.ly/usn50YysxA>

Your Say, Your Way

Draft Community Engagement Framework and Policy feedback



👍 You and 2 others

3 shares

👍 Like

💬 Comment

➦ Share



08 8408 0400
mail@ahc.sa.gov.au

ahc.sa.gov.au



Adelaide Hills
COUNCIL