

International Association for Public Participation (IAP2)
Guiding Principles for Community Engagement Processes

1) Demonstrate integrity, trust and transparency

- The levels of community influence and process for engagement must be clearly communicated from the start.
- Consultation and higher forms of engagement must be genuinely purposeful and not tokenistic.

2) Show respect

- Value all contributions made and the time given.
- Timely feedback on the results of specific consultation is a critical part of the process.

3) Be inclusive

- Ensure a diverse and representative range of stakeholders is engaged.
- Offer a range of accessible engagement opportunities to ensure that all people who may be affected by, or interested in, the outcome can participate.

4) Educate

- Information provided should be clear, consistent and use common language wherever possible.
- Always educate the community on the relevant legislative, strategic and local context to allow them to make informed decisions.

5) Work together

- The goal is to 'do with' the community rather than 'do for' the community
- Foster relationships with partners and the community by developing a solid understanding of mutual obligations and reciprocal responsibilities and benefits.

6) Plan well

- Strive to select a project scope that is aligned with what the community wants.
- Engagement requires informed judgment and planning in its approach and implementation to be effective, practical and suitably resourced.
- Make it simple and convenient for the community to engage in the project. Engagement does not need to be complex but does need to achieve the identified engagement objectives.