

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.