

Community Engagement Policy

Council Policy



Owner	Elected Members		
Responsible Officer	Director Community Development		
Decision Number	R-51-2026		
Document Number		Approval Date	24/02/2026
Records Number	D2026/005929	Next Review Date	2030

1 Purpose

The purpose of this policy is to establish the principles and foundations for how community engagement is conducted by Alice Springs Town Council (Council.)

2 Definitions

For the purpose of this policy, the following definitions apply:

Term	Definition
Accessibility	Measures to ensure community engagement is usable and accessible for people of any ability.
Community	Individuals or groups who are connected to Alice Springs in a broad capacity including: <ul style="list-style-type: none">• residents• ratepayers• those working or studying in Alice Springs• business owners• customers• contractors and suppliers• community interest groups• agencies; and• hard to reach and underrepresented groups.
Community Engagement	A process providing opportunities for the community to have meaningful involvement in appropriate Council decisions.
Demographic Information	Non-identifying statistical data collected to understand the characteristics of people who participate in community engagement activities. This may include (but is not limited to): <ul style="list-style-type: none">• age range• gender identity• cultural background or ethnicity• Aboriginal and Torres Strait Islander identification• language spoken at home• disability status• household type• suburb or locality

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Stakeholders/Key Groups	A person or group with a specific interest, or influence over, a decision of Council matter such as: <ul style="list-style-type: none">• Federal and State Governments• other local government or peak bodies• organisations and not for profit organisations• community groups• businesses
Team Members	Council staff employed by Alice Springs Town Council, regardless of the capacity in which they are employed, and including: all temporary agency staff, all authorised representatives, all contractors whilst engaged in any capacity and all volunteers.

3 Policy Statement

This policy applies to Elected Members, Team Members and third-party consultants acting on behalf of Council.

The below circumstances are exempt from community engagement considerations under this policy:

- Where Council is required to take immediate action or provide an emergency response
- Where Council is not the lead agency or does not have decision-making power
- Where community engagement or consultation is prevented by legal and/or commercial considerations
- Where decisions are related to the internal or day-to-day operations of Council.

3.1 Principles

3.1.1 Council will honour the cultural heritage, diversity and values of the community and relevant stakeholders in its community engagement.

3.1.2 Council is committed to continuously improving its community engagement activities, including by reviewing current and best practice processes and ensuring appropriate training is provided.

3.1.3 Council will participate in relevant community engagement activities in alignment with the Community Engagement Guideline and Toolkit.

3.1.4 Council will meet community engagement and consultation requirements under the *Local Government Act 2019* and the *Local Government (General) Regulations 2021*.

3.2 Community Engagement and Decision-making

When using data collected through community engagement to inform Council decision-making, Council may also consider other information sources in addition to data collected through community engagement, to inform Council decision making.

3.2.1 Council Projects

For appropriate projects, Council may temporarily establish specific advisory groups, community reference groups, or panels to provide ongoing engagement support across project phases.

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3.3 Inclusive Participation

3.3.1 Native Title Holders

Council recognises the central role of Traditional Owners and Aboriginal and Torres Strait Islander peoples. Council's engagement aims to be culturally appropriate, respecting cultural authority and local protocols.

3.3.2 Accessibility and Inclusion

Council aims to participate in and deliver community engagement using accessible formats. This may include, but is not limited to:

- the use of plain English
- providing accessible formats such as large print and captions
- using venues that adhere to accessibility standards
- offering translation and interpretation services where appropriate
- providing both digital and non-digital channels to reach people with limited internet access.

3.4 Information Management

Demographic data collected will be stored, managed and used in accordance with relevant legislation and Council's Privacy Policy.

4 Responsibilities

- The CEO is responsible for the oversight of this policy

5 Related Legislation and Documents

- *Local Government Act 2019*
- *Local Government (General) Regulations 2021*
- *NT Planning Act 1999*
- Community Engagement Guidelines and Toolkit
- Media Policy
- Privacy Policy

6 Communication and Training

Will this policy be communicated through consultation to teams?	Yes
Where will this policy be available?	Council Website
Will training needs arise from this policy? If yes, who will be responsible.	Yes, Community & Cultural Development