



A Practical Guide to Public Consultation

Programme purpose

To explore and practise the processes, intricacies and requirements for effective consultation in a local government context.

Open dialogue. Focused results.

A good consultation process provides the foundation for harmonious decisions that find support from both council and the community. This practical workshop uses case studies to increase awareness of the ethical and legal reasons for consultation, and to improve the ability of participants to identify stakeholders. The workshop also includes practical exercises to help participants understand the different types and levels of consultation strategies, as well as the different techniques that work when engaging with your community. It also provides 'take-home techniques' for future reference.

Topics

- › An introduction to consultation
- › Understanding the principles of consultation and the legal requirements
- › How to identify stakeholders
- › The levels of consultation
- › Timelines and budgets
- › Best practice processes
- › The role of elected representatives and the media
- › Tools and techniques
- › A selection of cases studies preceding an open discussion of any specific issues

Target audience

All council staff involved with public consultation (including planners, engineers and policy developers) will benefit from this course. Elected representatives are also welcome, as the course will help them understand what they should expect from staff, as well as clarifying their role.

Learning outcomes

By the end of this workshop participants will be able to:

- › define the legal requirements for consultation;
- › differentiate between an issue and a solution;
- › when given a project, identify stakeholder groups, and determine levels of consultation appropriate to the stakeholder need;
- › reference a best-practice consultation process;
- › set realistic and achievable public consultation budgets and timelines;
- › identify what roles both the media and elected representatives play in public consultation; and
- › select tools and techniques for a range of consultation projects.

Workshop fees

\$625 per person, excl. GST

Workshop timings

9am – 4:30pm