
COMMUNITY ENGAGEMENT POLICY AND PROCEDURES

Purpose

The purpose of this Community Engagement Policy is to outline Trendie's commitment to fostering meaningful relationships with the communities in which we operate. We aim to engage with local communities in a way that is respectful, inclusive, and supportive, ensuring our operations contribute positively to social, economic, and environmental well-being. This policy sets the standards for how we engage, consult, and collaborate with community members, recognising the importance of building trust and understanding through effective communication and active participation.

Scope

This policy applies to all employees, contractors, and stakeholders involved in community engagement activities on behalf of Trendie. It covers all forms of engagement, including consultations, partnerships, and community investment initiatives, within the geographical areas where Trendie operates.

Legislative and Regulatory Framework

Trendie is committed to adhering to all relevant Australian laws, regulations, and standards concerning community engagement, including:

- **Local Government Act 2009 (QLD):**

Provides the framework for local government operations and community consultation requirements.

- **Environmental Protection Act 1994 (QLD):**

Mandates public participation in environmental decision-making processes.

- **Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth):**

Guides the handling of personal information obtained during community engagement activities.



Community Engagement Principles

- **Respect and Inclusivity:**

We respect the diversity of the communities we engage with, ensuring that all voices are heard and valued. This includes recognising cultural differences and providing opportunities for all community members to participate in engagement activities.

- **Transparency and Accountability:**

Our engagement processes are open and transparent. We provide clear and accurate information to the community about our activities and decisions. We are accountable for our actions and are committed to following through on our commitments.

- **Collaboration and Partnership:**

We seek to build strong, lasting partnerships with community members and organisations. By collaborating with local stakeholders, we aim to identify shared goals and work together to achieve positive outcomes.

- **Responsiveness and Adaptability:**

We are responsive to community needs and concerns. Our engagement approach is flexible and adaptable, allowing us to adjust our methods to suit different contexts and respond to feedback effectively.

- **Sustainable Impact:**

Our community engagement efforts are focused on achieving sustainable social, economic, and environmental outcomes. We aim to create long-term value for both Trendie and the communities we serve.

Responsibilities

- **Employees:**

All employees involved in community engagement activities are responsible for understanding and adhering to this policy. They must approach engagement with a respectful, inclusive, and collaborative attitude.



- **Managers:**

Managers are responsible for ensuring that their teams are aware of and comply with the Community Engagement Policy. They should support and guide employees in effectively engaging with communities.

- **Community Engagement Team:**

The Community Engagement Team is responsible for developing and implementing engagement strategies, providing training and support to employees, and monitoring the effectiveness of engagement activities. They also handle community feedback and ensure that all engagement practices align with this policy and relevant legislation.

Community Engagement Procedures

- **Planning and Preparation:**

- **Needs Assessment:** Identify the community's needs, interests, and concerns through research and initial consultations.
- **Engagement Plan:** Develop a detailed engagement plan outlining objectives, methods, timelines, and key stakeholders. The plan should consider cultural sensitivities and accessibility requirements.

- **Communication and Consultation:**

- **Information Sharing:** Provide clear, accurate, and timely information about Trendie's activities, projects, and decisions that may impact the community.
- **Consultation Sessions:** Organise consultation sessions, including public meetings, focus groups, and surveys, to gather input and feedback from community members.
- **Use of Multiple Channels:** Utilise various communication channels such as social media, community newsletters, and local media to reach diverse community members.



- **Engagement and Collaboration:**
 - **Facilitation:** Facilitate constructive discussions and encourage active participation from community members. Use inclusive language and provide interpreters or translated materials if necessary.
 - **Partnership Development:** Identify opportunities for collaboration with local organisations, government agencies, and community groups to support shared goals and initiatives.
- **Feedback and Reporting:**
 - **Feedback Mechanisms:** Establish mechanisms for receiving and responding to community feedback, such as suggestion boxes, online forms, and dedicated contact points.
 - **Reporting:** Regularly report on engagement outcomes, including how community input has influenced decision-making. Share these reports with the community through accessible formats.
- **Evaluation and Improvement:**
 - **Monitoring and Evaluation:** Monitor engagement activities to assess their effectiveness and impact. Use qualitative and quantitative measures to evaluate outcomes against objectives.
 - **Continuous Improvement:** Use evaluation findings to improve future engagement processes. Incorporate lessons learned into the development of new engagement strategies.

Compliance and Enforcement

Trendie is committed to complying with all relevant legislative requirements and ethical standards in its community engagement practices. Non-compliance with this policy may result in disciplinary action, depending on the severity of the breach. The Community Engagement Team will review any reported incidents of non-compliance and take appropriate corrective actions.



Review and Updates

This Community Engagement Policy will be reviewed annually to ensure its relevance and effectiveness. Updates will be made as necessary to reflect changes in legislation, community needs, and organisational priorities. Employees will be notified of any changes, and updated versions of the policy will be made available via the company intranet.

Implementation

Trendie will provide training and resources to employees involved in community engagement activities to ensure they are equipped with the necessary skills and knowledge. The Community Engagement Team will oversee the implementation of this policy, providing support and guidance to employees throughout the engagement process.

By adhering to this policy, Trendie aims to build strong, positive relationships with the communities we serve, contributing to their development and enhancing our mutual success.