

LIST OF INTERNATIONAL AND AUSTRALIAN www.links ON COMMUNITY ENGAGEMENT - INCLUDING USEFUL TOOLS

The Commonwealth

The Commonwealth Foundation (1999) *Citizens and Governance: Civil Society in the New Millennium*, London (<http://www.commonwealthfoundation.com/information/infosheet.cfm?id=23>)

Commonwealth Association for Public Administration and Management (CAPAM)
<http://www.capam.comnet.mt/>

OECD

PUMA Policy brief No 10, July 2001, *Engaging Citizens in Policy-making: Information, Consultation and Public Participation*, OECD, Paris

<http://webnet1.oecd.org/oecd/pages/home/displaygeneral/0,3380,EN-home-460-9-no-no-no,00.html>

Distills lessons drawn from OECD country experience and offers guiding principles

OECD (2001) *Citizens as Partners: Information, Consultation and Public Participation in Policy-Making*, OECD, Paris

<http://www1.oecd.org/publications/e-book/4201131e.pdf>

World Bank Participation an extensive site, includes a section on Methods and Tools.

Eldis Participation Resource Guide

Key participation manuals

<http://www.eldis.org/participation/parman.htm>

Participation Group, IDS

Group working in support of participatory approaches to development, an active part of an informal network of people and groups working on participatory questions around the globe. Based at the Institute of Development Studies, University of Sussex, UK.

WWW site includes: directory of world-wide participation networks; bibliography (with abstracts) of documents held in the Group's document collection; listing of training events

<http://www.ids.ac.uk/ids/index.html>

Through the work of the Participation Group, the Institute of Development Studies serves as a global centre for research, innovation and learning in citizen participation and participatory approaches to development.

<http://www.ids.ac.uk/ids/particip/index.html>

Publications

<http://www.ids.ac.uk/ids/particip/information/recentpub.html>

Best Practices Database

<http://www.dev-zone.org/cgi-bin/links2/jump.cgi?ID=3800>

This searchable database contains over 1600 proven solutions from more than 140 countries to the common social, economic and environmental problems of an urbanising world. It demonstrates the practical ways in which public, private and civil society sectors are working together to improve governance, eradicate poverty, provide access to shelter, land and basic services, protect the environment and support economic development. The database is a powerful tool for: analysing current trends and emerging issues; networking with the people and organisations involved in implementation; capacity-building including new knowledge management tools and methods; technical cooperation through the matching of supply with demand for proven expertise and experience; policy development based on what works. The Best Practices database is a joint product of UN-HABITAT and The Together Foundation.

Desmond Connor

Consultant Dr Desmond M. Connor shares over 20 years experience of what works and what doesn't in public consultation and conflict resolution.

<http://www.connor.bc.ca/connor/>

<http://www.islandnet.com/connor/dmconnor.html>

Ten Lessons Learned in 22 Years of Public Participation

<http://www.islandnet.com/~connor/lessons.html>

International Association for Public Participation (IAP2)

The International Association for Public Participation (IAP2) was established in 1990 as a non-profit organization to advance the practice of public participation. IAP2 is an association of members who seek to promote and improve the practice of public participation in relation to individuals, governments, institutions, and other entities that affect the public interest in nations throughout the world. Many resources and links available.

[IAP2 Spectrum for Public Participation \(2000\)](http://www.iap2.org/spectrum.pdf) [<http://www.iap2.org/spectrum.pdf>]

[IAP2 Toolbox](http://www.iap2.org/toolbox.pdf) [<http://www.iap2.org/toolbox.pdf>]

<http://www.iap2.com/practitionertools/index.html>

Participation framework and tools

The International Association for Public Participation offers several useful frameworks and tools including a Spectrum of participation (inform, consult, involve, collaborate, empower) and a toolbox suggesting what techniques to use when. The spectrum is similar to the framework in the Guide to Effective Participation.

<http://www.partnerships.org.uk/guide/frame.htm>

<http://www.partnerships.org.uk/guide/index.htm>

Co-Intelligence Institute exists to catalyze the sustainability and conscious evolution of human culture

<http://www.co-intelligence.org/index.html>

Community Co-Intelligence focus on co-intelligence-related material that is specifically useful to those trying to organize communities or build local community co-intelligence capacity

http://www.co-intelligence.org/CIPol_communityCI.html

Ways to make a Community Stronger, Wiser, More Resilient and Engaged by Tom Atlee

http://www.co-intelligence.org/CIPol_CSWM.html

Canada

Mapping the Links: Citizen Involvement in Policy Processes (May 2002)

www.cprn.com/docs/corporate/mlci.pdf

Human Resources Development Canada (HRDC) <http://www.hrdc-drhc.gc.ca/hrib/sdd-dds/engagement/menu/home.shtml>

The Partnership Handbook; The Social Union Initiative

The Institute for Research on Public Policy (2001) *SUFA and Citizen Engagement: Fake or Genuine Masterpiece?* http://www.irpp.org/whatsnew/wn_home.htm

The Voluntary Sector Initiative (VSI) <http://www.vsi-isbc.ca/eng/index.cfm>

Policy Research Initiative <http://www.policyresearch.gc.ca/>

Wyman, M & D Shulman, & L Ham (2000) *Learning to Engage: Experiences with Civic Engagement in Canada*, Canadian Policy Research Networks Inc. http://www.cprn.com/pubs/files/pubs-c_e.html

Abele, F et al (1998) *Talking with Canadians: Citizen Engagement and the Social Union*, Canadian Council on Social Development, July 1998 http://www.ccsd.ca/pubs/es_twc.htm

Institute on Governance: "Policity" - a citizen engagement website <http://www.policity.com>

Smart Communities *Toolkit*

http://smartcommunities.ic.gc.ca/toolkit/toolkit_e.asp

Community Engagement – Best Practice

http://smartcommunities.ic.gc.ca/best/bp-engagement_e.asp

Health Canada *Policy Toolkit for Public Involvement in Decision Making*

http://www.hc-sc.gc.ca/hppb/voluntarysector/building_partners.html

Canadian Centre for Analysis of Regionalization and Health

Public Participation Collection

<http://www.regionalization.org/PubPartCollect.html>

Calgary Health Region Public Participation Framework

<http://www.calgaryhealthregion.ca/hecomm/programs/commdevt/PPFrameworkReport.pdf>

Western Valley Development Authority's (WVDA) Community Consultation Tool Kit

<http://www.wvda.com/cctk/index.html>

Public Involvement Framework & Guidelines (2000)

http://www.hc-sc.gc.ca/hpfb-dgpsa/ocapi-bpcp/framework_guidelines/framework_guides_cover_e.html

http://www.hc-sc.gc.ca/hpfb-dgpsa/ocapi-bpcp/framework_guidelines/framework_guides_e.pdf

Public Consultation Guide: Changing the Relationship between Government and Canadians, Peter Sterne, Sandra Zagon, Canadian Centre for Management Development 1997

http://www.ccmd-ccg.gc.ca/research/publications/complete_list_e.html

US

Public Participation Resource Guide Produced by Northwest Regional Facilitators (1999)

<http://www.nrf.org/cpguide/>

Models of Community Engagement

<http://www.health.state.mn.us/communityeng/disparities/models.html>

Epstein et al (2000) *Engaging Citizens in Achieving Results that Matter: A Model for Effective 21st Century Governance* <http://www.citizensleague.net/cl/SLOAN/cover.htm>

Centers for Disease Control and Prevention (CDC)(1997) *Principles of Community Engagement*, CDC/ATSDR Committee on Community Engagement <http://www.cdc.gov/phppo/pce/>

United Kingdom

Policy Studies Directorate, The Strategy Unit, Cabinet Office in the UK. "The first port of call for promoting improvements in policymaking and delivery" Internet: <http://www.cmpps.gov.uk/policyhub>
<<http://www.cmpps.gov.uk/policyhub>>
GSI: <http://www.cmpps.gov.uk/policyhubplus>

(1999) *Professional Policy Making for the Twenty First Century* <http://www.cabinet-office.gov.uk/moderngov/policy/index.htm>

Blair, T and Cunningham, J (1998) *Modernising Government* CM 4310, March <http://www.cabinet-office.gov.uk/moderngov/whtpaper/>

Social Exclusion Unit <http://www.cabinet-office.gov.uk/seu/index.htm>

Cabinet Office Consultation Web Site

<http://www.cabinet-office.gov.uk/servicefirst/index/Consultation.htm>

Code of practice on written consultation (2000) <http://www.cabinet-office.gov.uk/servicefirst/2000/consult/code/ConsultationCode.htm>

DTLR Best Value Site, providing information on all policy aspects of Best Value in England as well as the Government's best value publications and research. The objective of this site is to promote best value, to help best value authorities keep up to date, to learn from best practice and encourage closer engagement between local authorities and the people they serve.

<http://www.local-regions.odpm.gov.uk/bestvalue/bvindex.htm>

Department of the Environment, Transport and the Regions

Achieving Best Value Through Public Engagement

Warwick / DETR Best Value Series, Paper Number 8, Steve Martin (1999)

<http://www.local.detr.gov.uk/research/bestva~1/paper8/index.htm>

Consultation Guidelines

http://www.lbwf.gov.uk/government/bv/consultation_guidelines.pdf

House of Commons Public Administration Select Committee, *Sixth Report: Public Participation: Issues and Innovations*, Volume One, London, 26 March 2001 <http://www.parliament.the-stationery-office.co.uk/pa/cm200001/cmselect/cmpubadm/373/37304.htm>

Public Engagement Toolkit: National Health Service Executive

The responsibility for ensuring continuous public involvement in the planning, delivery and monitoring of health services lies with Primary Care Groups (PCGs). The Public Engagement Toolkit has been developed as an aid for PCGs to determine the most appropriate methods of obtaining information and/or data about a given subject. Each method is described briefly and includes advantages/disadvantages. It also explores processes for delivering information to patients; lists sources for further support and provides a proforma for auditing resources and equipment to establish the potential to undertake public involvement work.

<http://www.doh.gov.uk/pub/docs/doh/toolkit1.pdf>

An introductory guide

How to consult your users

<http://www.cabinet-office.gov.uk/servicefirst/1998/guidance/users/index.htm#cont>

Listen Up

Effective community consultation (1999)

<http://www.audit-commission.gov.uk/reports/AC-REPORT.asp?CatID=&ProdID=EA01768C-AA8E-4a2f-99DB-83BB58790E34>

Public Services Productivity Panel <http://www.hm-treasury.gov.uk/pspp>

Customer-Focused Government: From Policy to Delivery (2001) HM Treasury

Across the divide: Effective Management of Partnerships Involving the Public Sector

Connecting with communities

The Connecting with Communities toolkit

<http://www.idea.gov.uk/communications/>

IDEA Knowledge: best value guidance, case studies, discussions

<http://www.idea.gov.uk/bestvalue/>

Best practice toolkit: working with parish councils

This new toolkit, providing case studies and key pointers, could be just what you need to support you in working together at the parish level. It'll help people working in local authorities, town/parish councils, and of course partners.

<http://eshtw01.idea-knowledge.gov.uk/80256C1A00481085/httpPublicPages/3041204247526C9F80256C2C004C6654?open>

Community Engagement Framework for Leeds (April 2002) 195k

http://www.leeds.gov.uk/downloads/2002619_41616458.pdf

Framework for Engaging with Communities - Middlesbrough Partnership (2001) <http://www.idea-knowledge.gov.uk/>

Active Partners: Benchmarking Community Participation in Regeneration

This is a tool, developed for the Yorkshire Forward regional development agency, to help partnerships evaluate progress towards genuine community involvement and ensure that the benefits of their work get to the people who need them most.

<http://www.yorkshire-forward.com/display.asp?docid=155>

Democratic Spaces – the role of the public voice: Briefing paper Institute for Public Policy Research, Public Involvement Team <http://www.ippr.org.uk/research/index.php?current=22&project=47>

In the Service of e-democracy - site has been created to support the Government's consultation on e-democracy

<http://www.edemocracy.gov.uk>

Scottish Executive:

www.scotland.gov.uk

Community Learning And Development: The Way Forward [Download](#) - This is a Scottish Executive Publication, dated 30 May and released by the Executive on 5 June. The document sets out how the Executive intends to embed Community Learning more firmly in priorities such as public services, community regeneration, social inclusion, active citizenship, health, crime prevention, the environment and youth policy.

Community Engagement May 2002 [Download](#) - This paper identifies and describes different models of community engagement in Community Planning and provides additional material to the Guidance on Effective Community Engagement that accompanies the Local Government in Scotland Bill 2002.

SUMMARY OF SPECIAL INITIATIVES TO PROMOTE COMMUNITY ENGAGEMENT [Download](#)

FOCUSING ON CITIZENS: A GUIDE TO APPROACHES AND METHODS [Download](#)

<http://www.communityplanning.org.uk/wg3pubs.html>

Assessment of innovative approaches to testing community opinion

Scottish Executive Central Research Unit (CRU)

<http://195.92.250.59/cru/innovative.pdf>

Effective Engagement: A Guide To Principles and Practice [PDF 231KB] January 2002

A review of evidence on current practice in community engagement - a guide to community engagement "Effective Engagement", a Guide to Principles and Practice". The Guide includes a description of specific techniques and their relative strengths and weaknesses.

An Evaluation Guide on Community Engagement (May 2002)

<http://www.drugmisuse.isdscotland.org/goodpractice/effectiveunit.htm>

Participation Works: 21 Techniques of Community Participation for the 21st Century

New Economics Foundation (1998)

http://www.neweconomics.org/uploadstore/pubs/doc_1910200062310_PWA4.doc

In order to support the implementation of Section 5 of *Our National Health*, Involving People, a small team has been set up within the Health Planning and Quality Division of the Scottish Executive. The team will also support the implementation of Patient Focus and Public Involvement, published in December 2001.

<http://www.designedtoinvolve.org.uk/methodologies/home>

Pacific Consultation Guidelines

<http://www.minpac.govt.nz/resources/tools/frameworks/consulting/index.html>

Improving the use of collaborative approaches within natural resource management

<http://nrm.massey.ac.nz/changelinks/capacity.html>

Australia

Sarkissian, W. & Walsh, K. (eds) (1998) *Community Participation in Practice. Casebook*, Institute for Science and Technology Policy, Murdoch University: Western Australia

Provides 12 case studies demonstrating various community participation methods and uses, such as 'The 1992 Northern Territory Housing Plan', by Kristin Stewart with Ann Forsyth, Wendy Sarkissian and Bernie Coates.

Sarkissian, W., Perlgut, D. with Ballard, E. & Walsh, K. (eds) (1994) *Community Participation in Practice. The Community Participation Handbook. A Resource for Public Involvement in the Planning Process*, Second Edition, Institute for Science and Technology Policy, Murdoch University: Western Australia

This book has chapters entitled:

- Program and Techniques
- Case Studies
- Running Good Public Meetings
- Resources

Sarkissian, W., Cook, A. & Walsh, K. (1999) *Community Participation in Practice. A Practical Guide*, Institute for Science and Technology Policy, Murdoch University: Western Australia

This book has chapters entitled:

- What is Community Participation?
- Core Practices of Community Participation in Practice
- A Checklist of Participatory Planning Approaches
- Recent Developments in Participatory Planning
- Evaluation of Participatory Processes

Sarkissian, W., Cook, A. & Walsh, K. (2000) *Community Participation in Practice. Workshop Checklist*, Second Edition, Institute for Science and Technology Policy, Murdoch University: Western Australia

This book is a step-by-step checklist for setting up and running a workshop, from selecting a venue to insurance.

National Resource Centre for consumer participation in health

http://www.participateinhealth.org.au/clearinghouse/browse_all_alphabetically.asp

Improving Health Services through Consumer Participation: A Resource Guide for Organisations (2000)

<http://www.latrobe.edu.au/nrccph/Text/Improving%20section6.pdf>

Community Consultation and Involvement

Environment Protection Agency, 1995

Best Practice in Environmental Management in Mining series 0 642 19418 1

ISBN 0 642 19421 1

Community Consultation and Involvement - Part 1 (604K)

<http://www.ea.gov.au/industry/sustainable/mining/booklets/comm.html>

Bush, R and Baum, F (2001) " Health, Inequalities, community and social capital" in Richard Eckersley, Jane Dixon and Bob Douglas (eds), *The Social Origins of Health and Well-being*, Cambridge University Press Cambridge, Oakleigh, Vic, Part C 13: pp 189 - 204

Verspaandonk, R (2001) *Shaping Relations Between Government and Citizens: Future Directions in Public Administration?* Information and Research services, Department of the Parliamentary Library, Research <http://www.aph.gov.au/library/pubs/rp/2001-02/02RP05.htm>

Bishop, P and Davis, G (2001) *Mapping Public Participation in Policy Choices*

http://www.gu.edu.au/school/ppp/APSA2001/secure/Consultation_Workshop_Papers1.html

Edwards M (2000) *The Getting of Wisdom: Governance for a New Century* Paper presented at the Institute of Public Administration Australia Conference, Participatory Governance into the Future: Roles of the government and community sectors. 29 November - 1 December 2000. (Working Paper)

http://www.wa.ipaa.org.au/confpapers/meredith_edwards_paper.doc

Ryan, N (2000) "Public Confidence in the Public Sector", *Contemporary Issues in Business and Government*, 6 (1), May http://www.audit.wa.gov.au/pubs/public_confidence.html

Swinburne Institute for Social Research (ISR): Citizenship and Social Policy Program <http://www.sisr.net/>

Queensland

Potsdam Paper

On behalf of CED, Robert Bush presented a paper at the EGPA (European Group of Public Administration) conference held in Potsdam, Germany on 5 September. The title of the paper is "*The Community Engagement Strategy – rebuilding trust in Government in the State of Queensland, Australia*". For a sneak preview check out the abstract on the conference website:

http://www.kuleuven.ac.be/facdep/social/pol/io/egpa/potsdam/paper_potsdam_Finsterle.html

Look out for the full version of the paper and power point presentation in a future edition of the CE-Echo.

Community Engagement Division (2002) *Levels of Knowledge About the Workings of the Queensland Government and Parliament*. Queensland Government, Department of the Premier and Cabinet. Queensland Household Survey December 2001 E-mail Innovation.Unit@premiers.qld.gov.au

Community Engagement Division (2002) *Levels of Confidence in Public Institutions*. Queensland Government, Department of the Premier and Cabinet. Queensland Household Survey December 2001 E-mail Innovation.Unit@premiers.qld.gov.au

Keast and Callaghan (2002) *Towards a New Participative Democracy - Closing the Divide Between Government and Citizens*, Unpublished conference paper, 2002 Public Policy Network Conference, University of Tasmania, 31 January – 1 February, 2002. Main theme: "Policy Learning and Policy Transfer" E-mail Innovation.Unit@premiers.qld.gov.au

Bush, R (2001) *Theories and Models of Public Participation and Governance: Public Participation Policy and Practice in State and Local Government*. Course in Public Participation. Queensland University of Technology, Brisbane E-mail Innovation.Unit@premiers.qld.gov.au

Community Engagement Division, Department of the Premier and Cabinet, Queensland Government, *Directions Statement*, 1 November 2001 <http://www.premiers.qld.gov.au/about/community/publication.htm>

Community Engagement Division (2001) *Index of Social and Civic Participation*. Queensland Government, Department of the Premier and Cabinet. Queensland Household Survey December 2000 E-mail Innovation.Unit@premiers.qld.gov.au

E-Democracy Unit, Community Engagement Division, Department of the Premier and Cabinet: Established to manage the Queensland Government's e-democracy commitments <http://www.premiers.qld.gov.au/about/community/democracy.htm>

Department of the Premier and Cabinet (2001) *e-Democracy Policy Framework*, Queensland Government <http://www.premiers.qld.gov.au/about/community/pdf/edemocracy.pdf>

National Office of the Information Economy (NOIE) <http://www.noie.gov.au/>

Resources for the Future (RFF) (2002) *Democracy On-line: An evaluation of the National Dialogue on Public Involvement in EPA Decisions*, Washington <http://www.rff.org>

Government Online (GOL) International Network <http://www.governments-online.org/projects/e-democracy/>

Online Consultation In GOL-IN Countries - Initiatives to foster e-democracy (2001)

Stephen Coleman & John Gøtze (2001) *Bowling Together: Online Public Engagement in Policy Deliberation* <http://bowlingtogether.net/>

Office of the e-Envoy (2001) *International Benchmarking Report: Case Studies of e-government services: e-Democracy*, Cabinet Office http://www.e-envoy.gov.uk/publications/reports/benchmarkingV2/edemo_intro.htm

XPIN, Expertise Bureau for Innovative Policy-making (the Netherlands): aims to harness IT to develop different ways of involving citizens in policy development <http://www.xpin.nl/overxpin/english.php3>

Norris, P (2001) *Digital Parties: Civic Engagement and On-Line Democracy*. Working paper of the John F. Kennedy School of Government, Harvard University in 2001. It was originally delivered as a conference paper at the European Consortium of Political Research conference (ECPR) in Grenoble, April 2001
<http://ksghome.harvard.edu/~pnorris.shorenstein.ksg/acrobat/ECPR2001.pdf>

Norris, P (2000) *Digital Divide? Civic Engagement, Information Poverty & the Internet in Democratic Societies* <http://ksghome.harvard.edu/~pnorris.shorenstein.ksg/book1.htm>

Institute for Societal Innovation (Instituut voor Maatschappelijke Innovatie (IMI)(the Netherlands)
<http://www.iminet.org/>

European Union *Interactive Policy-Making Initiative*
http://europa.eu.int/comm/internal_market/en/update/citizen/ipm.htm

The International Teledemocracy Centre, Napier University, Scotland, aims to develop and apply advanced information and communication technology to enhance and support the democratic decision-making process. <http://www.teledemocracy.org/>

Participation Toolkit: participation in local governance <http://www.toolkitparticipation.com/index2.htm>

Steven Clift, Online Strategist and Speaker, Publicus.Net; Democracies Online <http://publicus.net>
<http://e-democracy.org/do>

Department of Main Roads and Queensland Transport

Consultation and participation is an essential part of transport planning, policy development and service delivery. It improves the quality of decisions and is an important part of being responsive to customer needs.

Public Consultation Brochure detailing the 12 standards

Public Consultation Standards

Each of the Standards has a specific set of Guidelines – set out in the [Public Consultation Policy, Standards and Guidelines](#)– which aim to assist users achieve the Standards.

<http://www.mainroads.qld.gov.au/MRWEB/Prod/Content.nsf/b495dab138a6b17a4a256a42001c8f4f/412c4f1c1d136dfa4a256a5d007f6f03!OpenDocument>

Department of Emergency Services

Community Engagement Resource Kit

[Charter for Community Engagement](#) (PDF Document 324KB)

The Charter for Community Engagement provides a blueprint for increased public participation in the planning and decision-making processes of the Department of Emergency Services

<http://www.emergency.qld.gov.au/publications/>

Queensland Health

Community Capacity Building

http://www.health.qld.gov.au/phs/phpru/CCB_Contacts.pdf

ACT

Publications & Information for Effective Consultation

Consultation Manual

- Hands on help for planning effective consultation strategies

Community Consultation Register

Community Information

The Consultation Manual has been developed to help ACT Government agencies plan more effective consultations.

<http://www.act.gov.au/government/department/cmd/comliasion/>

New South Wales

Strengthening Communities Unit, Strategic Projects Division, Premier's Department
<http://www.communitybuilders.nsw.gov.au/>

Government Information <http://www.communitybuilders.nsw.gov.au/site/govinfo/#KeyInitiatives>

Joining it up locally: 'whole of government' experiences of place management in NSW

Ailsa McPherson and Martin Wood (2001)

<http://www.urbanfrontiers.uws.edu.au/publications/downloads/seminar/joiningloc.pdf>

Community Consultation And Participation Resource Kit (1999)

The Community Consultation and Participation Kit has been developed to assist NSW Area Health Service managers and project leaders in establishing and maintaining community and consumer input into planning, policy development and service monitoring.

A Skilling Program Working Group convened by Health Improvement Branch surveyed existing guidelines from a range of organisations. The Group concluded that some excellent material existed, and that there was no need to start afresh. Consequently this Kit represents a "best of the best" collection organised into topics.

<http://www.health.nsw.gov.au/public-health/crcp/hib/publications/community.html>

<http://www.health.nsw.gov.au/public-health/crcp/hib/publications/toc.html>

Ideas for Community Consultation: A Discussion on Principles and Procedures for Making Consultation Work

Dr Lyn Carson and Dr Katherine Gelber

PlanningNSW (2001) NSW Department of Urban Affairs and Planning

http://www.duap.nsw.gov.au/planfirst/pdf/principles_procedures_final.pdf

Active Democracy: Citizen participation in decision making

Lyn Carson's website provides easy access to information which individuals, groups or organisations can use to enhance citizens' involvement in the activities of local, state or federal government. Currently a lecturer in applied politics with Government and International Relations in the School of Economics and Political Science, at the University of Sydney, Australia.

<http://www.hydra.org.au/activedemocracy/>

Note the useful weblinks on this site at

http://www.hydra.org.au/activedemocracy/articles/05_innovative.pdf (pages 20-21)

Innovative consultation processes and the changing role of activism

Third Sector Review, Volume 7, No. 1, 2001, pp. 7-22

http://www.hydra.org.au/activedemocracy/articles/08_activism.pdf

Warringah Council Community Consultation Framework

The *Community Consultation Matrix* and *Community Consultation Toolkit* are guidelines on community consultation that have been developed for Council staff.

- The **Matrix** guides staff on when and how they should consult with the community for different situations, and is used as an implementation tool.

[click here to view the Matrix PDF 0.7Mb](#)

- The **Toolkit** gives staff practical guidance on the 'how to' of community consultation. It outlines the tasks that should be undertaken and suggests a range of approaches aimed at encouraging community participation.

[click here to view the Toolkit PDF 0.9Mb](#)

Warringah Council's Community Consultation Framework won a Commendation Award in the 2001 National Awards for Local Government.

http://www.warringah.nsw.gov.au/community_consultation.htm

South Australia

Building Sustainable Communities: A Resource Kit

<http://www.pir.sa.gov.au/ord/resourcekit.pdf>

Public Sector Responsiveness in the 21st Century: A Review of South Australian Processes (May 2002)

<http://www.premcab.sa.gov.au/pdf/PublicSectorReviewReport.pdf>

Tasmania

Tasmania *Together* www.tastgether.asn.au

Victoria

Community Building Initiative, Department of Premier and Cabinet *Community Building: communities growing together* (2001) <http://www.dpc.vic.gov.au/>

Community Engagement Framework, Maribyrnong City Council
<http://infowest.maribyrnong.vic.gov.au/council/publications/publications.htm#b>

Western Australia

Draft State Sustainability Strategy released - 13 September 2002

Focus on the Future: The Western Australian State Sustainability Strategy: Consultation draft

<http://www.sustainability.dpc.wa.gov.au/docs/WhatsNew.htm>

Corporate Strategy and Organisational Structure: Department of Community Development (2002)

<http://www.communitydevelopment.wa.gov.au/content/pdf/ssdoc1.pdf>

Citizenscape - a new web resource for developing active citizenship in Western Australia

13/8/02

If you have ever wanted to be more actively involved in shaping the future of our society, then Citizenscape - <http://www.citizenscape.wa.gov.au> is the website for you.

Launched today by Premier Dr Geoff Gallop, Citizenscape provides a wealth of information on how to be an active citizen and how communities can engage in decision-making, along with background on citizenship, governance, democracy, human rights and other important issues.

The site includes a 'roadmap' for citizens, providing practical 'how to' information on a broad range of issues - from effective organising and campaigning, to developing grants applications, secrets of success, stories and general information on democratic processes and practices.

"Civic engagement is more necessary than ever before, given our increasingly diverse community and the complex issues we all face, both locally and globally," Dr Gallop said.

"Pro-active citizenship is about effective civic cultures where people engage in decision-making on issues that affect them.

"This makes the most of the diverse potentials of all the people in our community. It is vitally important, as many aspects of contemporary life have eroded connections between citizens.

"There is a need for all of us, together, to work towards a better, more secure and more inclusive community."

Developed by the Citizens and Civics Unit (CCU) of the Department of the Premier and Cabinet, Citizenscape aims to encourage and support all Western Australians, whether born here or overseas, to play an active

part in community life.

One of the features of the site is the catalogue of consultations undertaken by State Government departments. It provides information on consultation initiatives, thus providing citizens with access to information about decision-making processes that may impact on them.

It contains links to relevant departmental sites for more detailed information, such as contact details, background documents and reports.

Dr Gallop said that Citizenscape would contribute to creating a positive social environment, making connections between citizens and building social capital.

Premier's office: 9222 9475

COMMUNITY OUTCOMES

Gender knowledge for a fairer world

<http://www.ids.ac.uk/bridge/index.html>

BRIDGE supports your gender mainstreaming efforts by bridging the gaps between theory, policy and practice with accessible gender information

NEW! Cutting Edge Pack - Gender and Cultural Change

http://www.ids.ac.uk/bridge/reports_gend_CEP.html

Gender and Cultural Change - Overview Report by Susie Jolly, 2002, 42 pages

Gender and Cultural Change - Supporting Resources Collection by Susie Jolly, 2002, 34 pages

Development and Gender In Brief, Culture (Issue 10)

Gender and Participation

Gender and Participation - Overview Report, by Supriya Akerkar, 2001, 31 pages

Report Summary (4 Pages)

Gender and Participation - Supporting Resources Collection, by Emma Bell and Paola Brambilla
43 Pages

Cultural Mapping: Towards a Participatory Planning Strategy

In a number of Australian and American cities, 'cultural mapping' has been a strategy employed by

local councils to better understand the experience for residents of living in particular localities. The idea draws to some extent on the activities of the English (Dorset-based) organisation called Common Ground. 'Cultural mapping' invites people to express their ways of engaging with the places and spaces through which they live their lives. (added 3 May 2002)

http://www.geography.dur.ac.uk/postgrad_info/postgrad_research/funding/KABanks02.htm

Chinese Communities Cultural Mapping Project

Cultural Mapping is a process now being used across Australia and overseas to map the resources in a particular community. It is an audit or stocktake of the cultural resources in a community. By mapping a community a greater understanding is established on the history, makeup and experiences of people and their community: (added 3 May 2002)

http://www.brisbane-stories.powerup.com.au/chinese-connection/01_about/papers.htm