

We recognise the importance of meaningful community input and local knowledge in decision making and project development. Our community charter describes what you can expect from Bellarine Bayside. We recognise that communities are diverse, and we will strive to be flexible, accessible and inclusive in our approach to work with our communities to protect and enhance the northern Bellarine coastal reserve.

## What can you expect of us?



### Be available

Be accessible	We will ensure any information presented is straightforward (clear and concise with use of plain language) and available in a variety of ways.
Flexible	We will create appropriate opportunities for you to participate in decision-making and we will be flexible in our approach.
Inclusive and Respectful	We acknowledge and recognise diversity and respect alternative views.



### Respectful communication

Listen and understand	We commit to two-way communication and will endeavour to understand community needs and aspirations.
Transparent	We will be honest about the scope of consultation, our objectives and priorities, what we can and can't do, and any non-discretionary aspects.
Purposeful and meaningful	We will be genuine and clear about why we are engaging and how you can have influence in the outcome.



### Take action

Timely	We will engage with the community as early as possible and respond in a timely manner to issues and constructive feedback.
Consistent	We will ensure we have a consistent approach to decision making.
Closing the loop	We will report back on consultation outcomes and provide context for our decisions.

## Who are we?

Bellarine Bayside Foreshore Committee of Management (Bellarine Bayside) is a not-for-profit, Category 1 coastal Committee of Management appointed by the State Government under the *Crown Land (Reserves) Act 1978* to manage 17km of coastal reserve on the northern Bellarine Peninsula. We undertake a variety of maintenance works, development projects and community programs encompassing a wide range of environments, populations, circumstances and risks.

## When will we engage with you?

We endeavour to engage on projects and activities that will have a significant impact on the coastal reserve or the community, improving public awareness and inclusion in the management of the coastal reserve.

There are circumstances where community engagement is not always feasible or necessary, and occasions where Bellarine Bayside does not engage due to circumstances beyond its control. In these instances, we will endeavour to keep local communities informed.

Community engagement might not take place when:

- Urgent works are required to mitigate public risk;
- Legal or legislative constraints apply;
- The issue relates to internal operational matters;
- The works will not have a significant impact; or
- Where day-to-day works are being carried out.

## How will we engage with you?

Community engagement processes need to be tailored to the purpose, scale and impact of each unique project or activity, and our public participation approach in any decision-making process is guided by the IAP2 Public Participation Spectrum.

Where possible, we will have a place-based community focus (we will come to you) and utilise multiple communication channels. Communication methods we may choose from include, but are not limited to, the Bellarine Bayside website and social media channels, local media outlets, Bellarine Bayside newsletters, on-site signage, posters in local shop windows and noticeboards, door knocking/mail outs, consultation with local user groups, listening posts, and drop-in sessions.

Generally, you can expect that:

- Projects affecting the entire length of the coastal reserve will be published on our website, social media channels, local media outlets, posters in local shop windows and consultation with key local user and community groups.
- Projects affecting a large area or involving high impact works (to the coastal reserve and/or community) will be published on our website and social media channels.
- Projects affecting a small section of the coastal reserve or involving low-impact works may involve place-based, localised engagement.
- Projects required to mitigate public risk, respond to legislative requirements, and those as part of day-to-day works may not involve any consultation.

## Delivering on our promise

When our charter is working:

- You tell us we have communicated openly and honestly.
- You understand what we do, who your local contacts are and how we can help.
- You are open with us, share your opinions and aspirations.
- You trust us to do our jobs and to work with you.
- You feel included and that you are part of the decision-making process.

## Your feedback

We want your feedback on how we are doing, so we know if we are delivering on our promise. It helps us understand your experience and better meet your needs.

## How to contact us

**Address:** 2 Sproat Street, Portarlington VIC 3223

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**Internet:** [www.bellarinebayside.com.au/contact](http://www.bellarinebayside.com.au/contact)

