



Community Engagement Strategy



About this information



This information is from the City of Ryde Council.



It is our **community engagement strategy**.



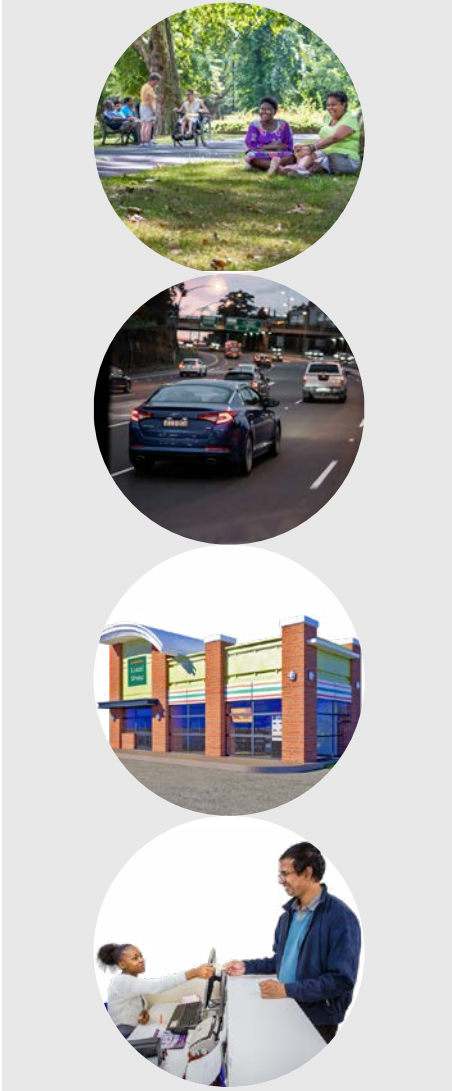
A **community engagement strategy** is a plan for how we will connect with people in our community.



It shows how people in the community can share their ideas with us.



We want people in our community to be part of making decisions.



These decisions are about things in our area like

- Parks
- Roads
- New buildings
- Services.

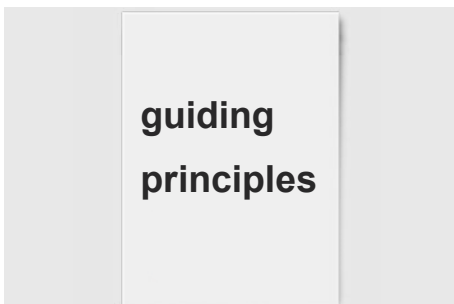


This plan shows how we use peoples ideas to help make decisions.

Guiding principles



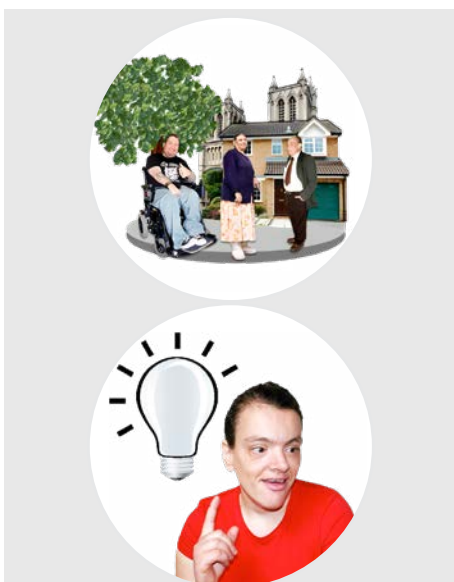
We have some important rules to follow when we connect with our community.



We call them **guiding principles**.



This is information about our guiding principles.

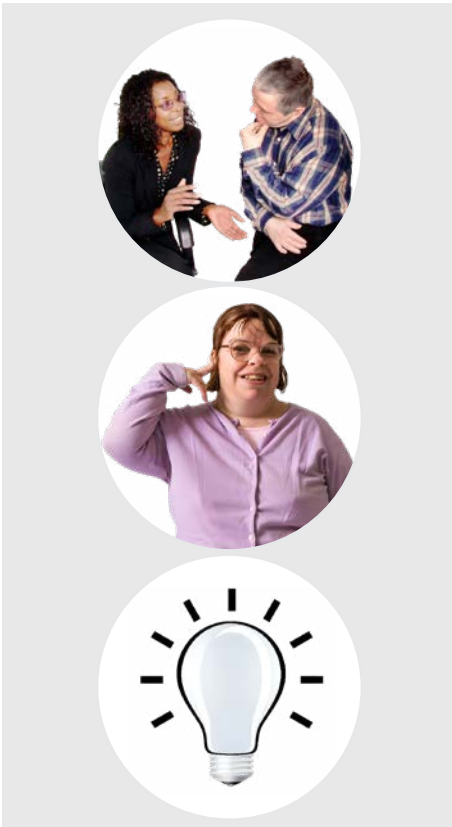


We plan things well so everyone can

- Take part
- Give their ideas.



We are honest and show respect for people.



This means we will

- Tell the truth
- Listen well
- Remember that all ideas are important.



We will make sure many people can take part by giving information that

- Uses easy words
- Is in other languages.



We will let people know the decisions we will make.



We will also share how we used peoples ideas to make the decisions.



We will ask our community if they are happy with the way we share information and ask for their ideas.

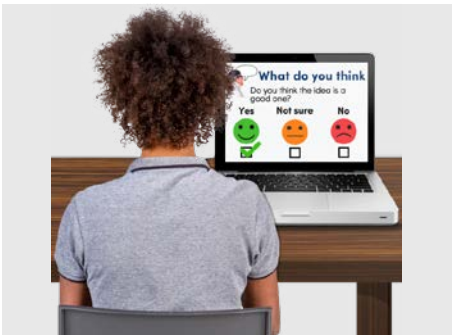


This will help us get better at what we do.

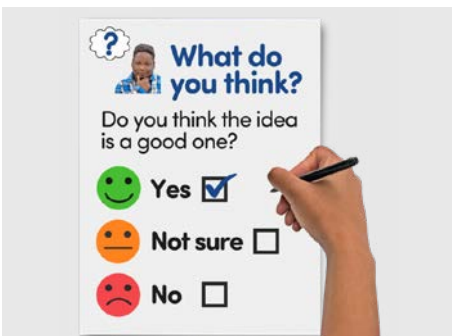
How people can take part



We have different ways for people to share their ideas.



People can fill out a **survey** online.



A **survey** is when we ask questions to see what people think about things like our services.

People can also



- Come to a meeting



- Send us an email



- Talk to someone at the Council.

For big decisions we might do things like



- Community events



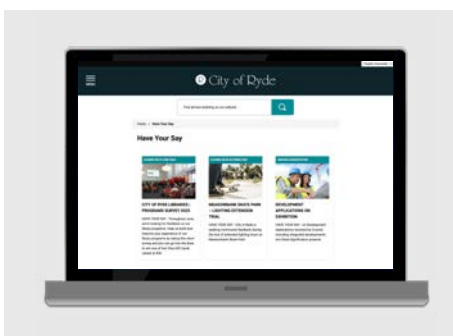
- Workshops.



We also have our **Have Your Say** website.

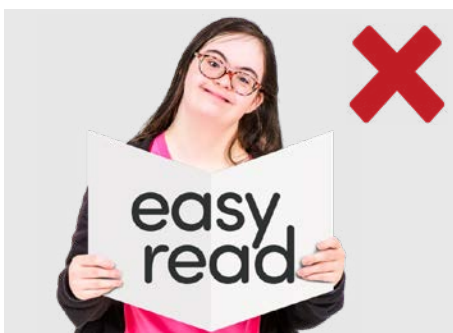


On this website people can share what they think about our plans for the Ryde area.



To see the website go to

www.ryde.nsw.gov.au/HaveyourSay



This website is not in Easy Read.

Who we connect with

We connect with people who are in the Ryde area to



- Live



- Work



- Study



- Visit.



We connect with lots of different groups of people.



This might be

- People from other cultures who speak other languages
- Young and old people
- People with disability
- First Nations people.

We also meet with people in



- Schools



- Businesses



- Government departments

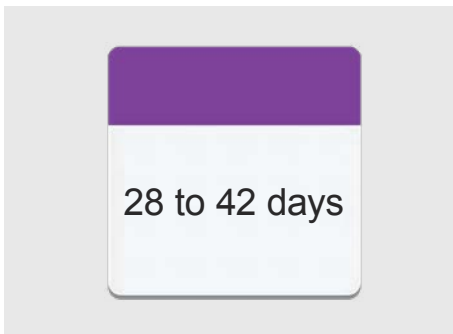


- Other councils.

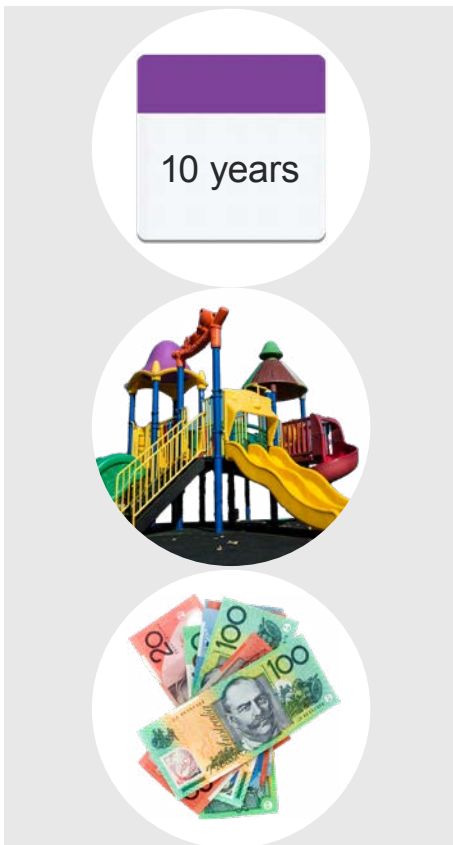
How much time we take



We need to make sure we give people enough time to tell us what they think about our plans.



For big plans we must give people at least **28 to 42 days**.



These are big plans for things like

- What we want to do for our city in the next 10 years
- New parks or buildings
- How we will spend our money each year.

Giving people enough time makes sure they can



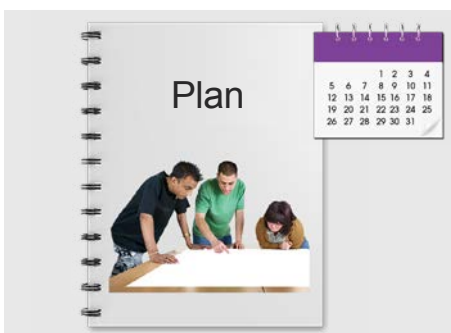
- Read all the information



- Talk to others about it



- Send us their ideas.

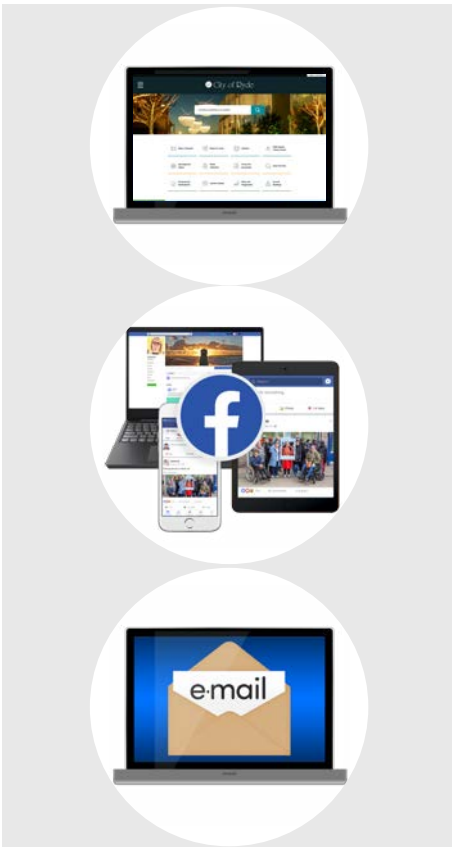


If a plan is very big we give people even more time.

Things that make it easy



There are some things that make it easy for us to connect with people in the community.



It is easy for us to share things like surveys with people who use

- Our website
- Social media like Facebook
- Emails.



It is easy for us to share our information through groups that meet in the Ryde area.



Many people like to share their ideas.



They feel proud when they see that we use their ideas.



This makes it easy to connect with people if they want to share their ideas.

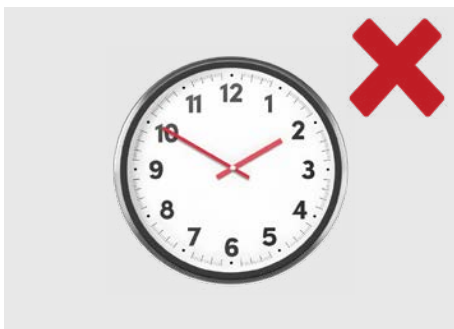
Things that make it hard



There are some things that make it hard to connect with our community.



Not everyone can use the internet for things like our online surveys.



Some people do not have time to share their ideas.



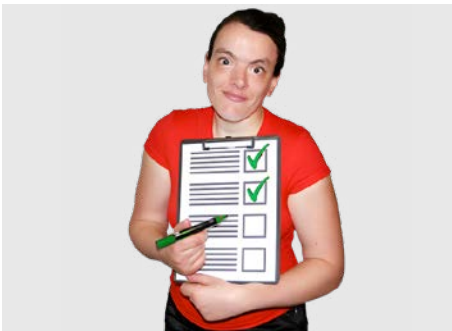
Some people might feel that we do not listen to their ideas.



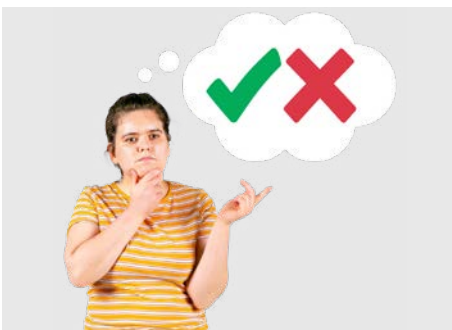
People might get upset if we do not choose their ideas.



It can also be hard when people do not agree with our decisions.



We try to be clear about the things we can change.



Sometimes we can not change something if it does not follow the law.

Where you can share your ideas



There are many ways to share your ideas.



You can talk to someone at our customer service centre at **1 Pope Street, Ryde.**

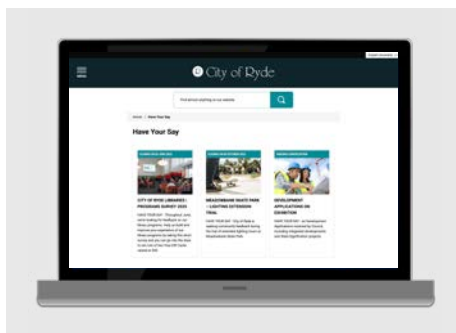


You can call us on **9952 8222.**



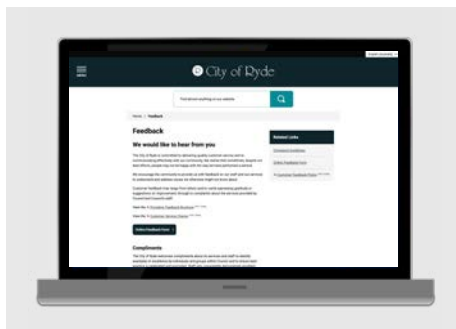
You can email us at

cityofryde@ryde.nsw.gov.au



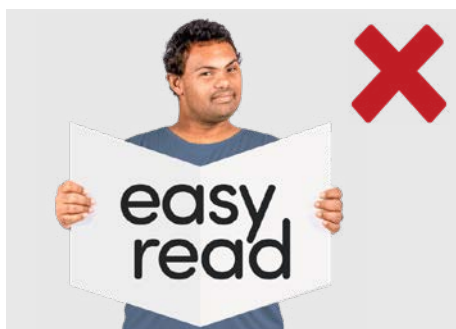
You can fill in a form on our Have Your Say page at

www.ryde.nsw.gov.au/HaveYourSay



Or you can fill in a feedback form on our website at

www.ryde.nsw.gov.au/feedback



The forms are not in Easy Read.



For a list of our social media links go to

www.ryde.nsw.gov.au/contact-us

Council for Intellectual Disability made this document Easy Read. **CID** for short. Email CID at **business@cid.org.au** if you want to use any of the pictures.