



# **4BI Community Consultation Strategy**

**January 2017 - December 2020**

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## **1 Purpose**

This Consultation Strategy outlines 4BI's approach during its five-year licence period to ensure that it encourages a broad cross-section of the Brisbane's RA1 licence area and also for individuals and community organisations to participate in the operations and programming of the service. It is to be read in conjunction with 4BI's Engagement Program at all times.

This Consultation Strategy:

- Assists the Board/Management Committee, sub-committees, staff and volunteers to conduct effective community consultation.
- Ensures that consultations obtain relevant information, feedback, opinions and data from individual members of the licence area community and community organisations.
- Provides a clear guide for the Board/Management Committee, sub-committees, staff and volunteers on the various consultation methods to be used to obtain optimum outcomes from their consultations.

4BI has five (5) sub-committees, which meet regularly to assist them to address matters specific to their respective areas of responsibility. The sub-committees are: Programming Sub-committee, Community Relations Sub-committee, Youth Engagement Sub-committee, Membership & Fundraising Sub-committee and Technical Sub-committee. These Sub-committees constitute a formal mechanism which enables 4BI to facilitate participation by members of its community interest in the operations and programming of the service.

While consultation is used to obtain information and opinions on a variety of issues relating to the service, including operations and programming, the Board/Management Committee remains the determining authority in general.

## **2 Background and scope**

This Consultation Strategy applies to:

- Board/Management Committee members
- Sub-committees
- Staff.
- Volunteers

Community consultation is an interactive process between 4BI and the community in the Brisbane RA1 licence area, which promotes the exchange of ideas and information and the identification of relevant issues and options. This enables 4BI to continue to represent its youth community interests and involve members of the community in the decision-making process relating to the operations of the service and in the selection and provision of programs.

While the information and opinions held by members of the community and community organisations are varied and may be conflicting at times, community consultations help to bring about shared views and outlooks. To achieve this, community consultations are to be conducted according to the following principles:

Community consultations are to be –

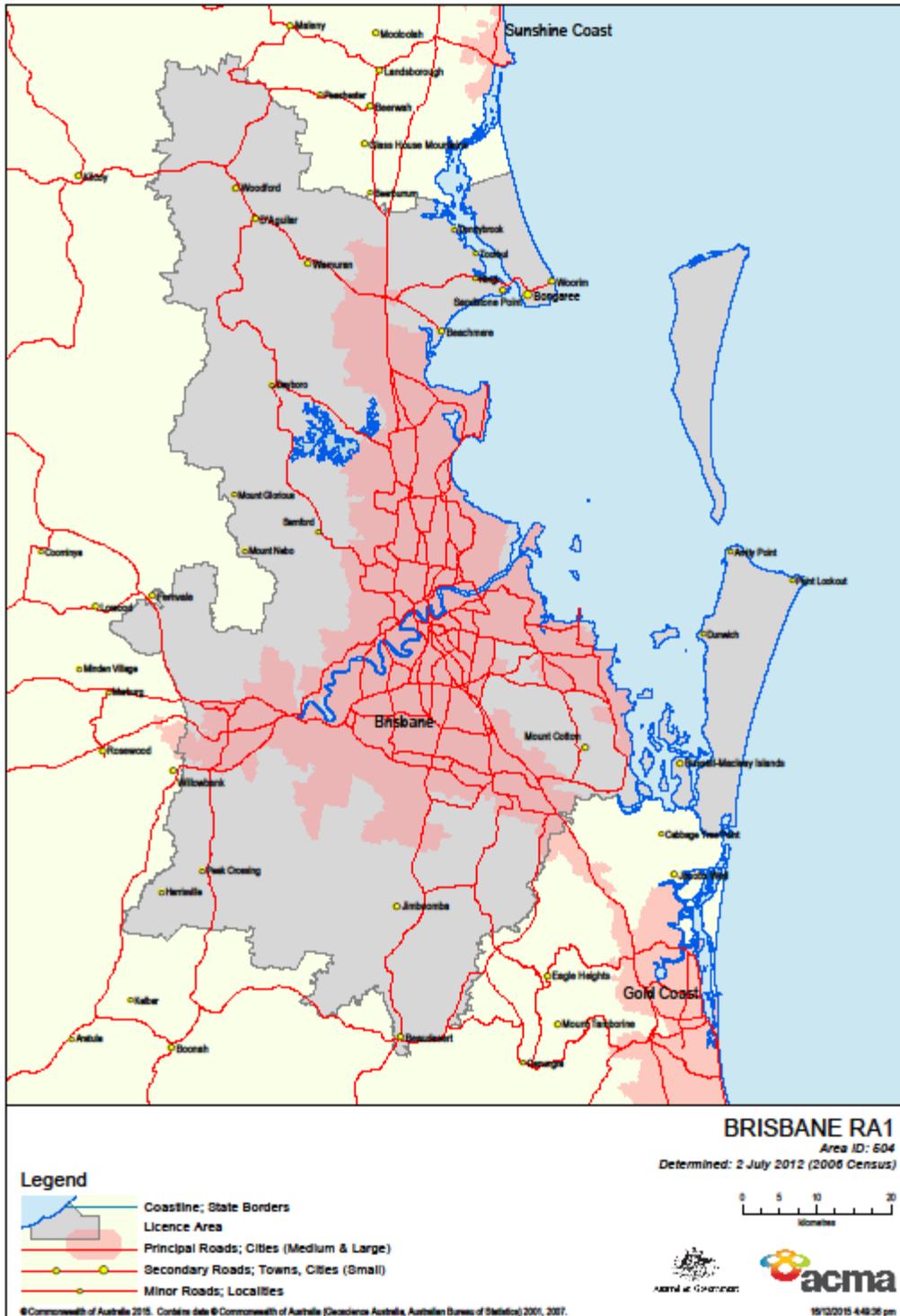
- Community focused and targeted
- Interactive and inclusive
- Responsive and constructive
- Timely and documented.

### **3 The Brisbane RA1 licence area community**

For the purpose of 4BI, representing the Brisbane youth community interest in the Brisbane RA1 licence area means providing a service that meets the needs of people who:

- Live or spend a substantial amount of time within the Brisbane RA1 licence area or
- Share an ethnic or cultural background or
- Share religious beliefs or
- Share, or identify with, some other particular characteristic or interest.

A map of the Brisbane RA1 licence area is provided below.



[insert]

In addition to the wider youth community within a licence area, community organisations provide fertile ground for community consultation. Community organisations encompass institutions such as schools, universities, as well as agencies representing sections of the community such as youth groups, community organisations and youth councils.

#### **4 Matters for community consultation**

4BI will:

- Identify the needs and interests, including key issues and specific areas, of significance and priority to the community interest in the Brisbane RA1 licence area
- Consult on the most efficient ways and the most appropriate strategies to respond to those needs and to meet those interests
- Identify and consult new and emerging communities within the Brisbane RA1 licence area to ensure that 4BI is responding to their needs and meeting their interests
- Distribute questionnaires and undertake surveys of listeners and the wider community to ascertain how well 4BI is responding to their needs and meeting their interests
- Identify and remove barriers to participation by members and volunteers in the operations and programming of the service and
- Make available operations and programming opportunities including training opportunities within the service to broaden the scope for participation by members and volunteers in the service.

#### **5 Methods for community consultation**

Information may be distributed to community organisations and individual members of the community in emails and letters, newsletters or brochures. Seeking their opinions and ideas, however, is done in a range of ways. The methods for community consultation include but are not limited to the following:

- Having a presence at key community events e.g school fairs, university open days
- Holding or participating in workshops and seminars
- Holding or participating in discussion forums and community meetings and
- Administering questionnaires and surveys.

## **6 Community consultation process**

The most appropriate method will be selected for each community consultation to allow for the open exchange of information and ideas between 4BI and the relevant community organisation or members of the community participating in that consultation.

This will entail the following process:

- Identify the issue or area requiring community consultation
- Identify who will participate in the consultation
- Identify when and where the consultation will take place
- Identify how the consultation will take place
- Implement the consultation and gather results
- Analyse the results against the issue or area for consultation
- Make recommendations for responding to the issue or addressing the area consulted and
- Implement the approved response and/or actions.

## **7 Community consultation protocols**

In undertaking community consultation, the Board/Management Committee, sub-committees, Staff and volunteers will operate according to the following protocols:

- The issue or area for consultation will be specified
- Information will be conveyed simply and concisely
- All information and opinions will be canvassed and heard
- Those from different cultural or linguistic backgrounds will be able to participate
- Adequate time for input and feedback will be allowed
- Time made available and input provided will be acknowledged
- All input will be collated honestly and analysed fairly and
- The community will be informed of the results and actions for implementation.

## **8 Review**

This Consultation Strategy may be reviewed from time to time, as required, or within six (6) months of the election of a new Board/Management Committee.

## **9 Relationship to other documents**

All 4BI policies will be aligned with those set out in this Consultation Strategy and the Engagement Program, as amended from time to time.