I. Introduction

I have appreciated all the wisdom in the document 'Participatory Dialogue Towards a Stable Safe and Just Society for All'. My remarks as a National Commission Social Sciences Program Officer will be made out of the lessons learned from my recent experience in Canada in implementing an initiative of UNESCO called the International Coalition of Cities Against Racism[1]. This initiative engages local governments and citizens in the respect of human rights to better live together in more inclusive societies and to broaden their knowledge base with lessons learned everywhere. We would like to demonstrate that as an intermediary between an International Organization like UNESCO and Canadian civil society, the Canadian Commission for UNESCO (CCU) has been going through a certain number of steps to ground the initiative, adapt it and link it to local stakeholders' action with the same objective of building an inclusive society and fighting racism and discrimination. We have been learning a few lessons that may be of interest for others. Facing new challenges everyday we welcome this opportunity to learn from others as well.

Follow-up of World Summits and Conferences: how to keep an interactive link with the agenda of all stakeholders?

Global governance that engages a meaningful and strategic dialogue among international institutions, stakeholders including civil society and governments would not happen without a very conscious and sustained effort of all these actors. I believe that national commissions for UNESCO may have a special role to play in this context.

---

[1] For more information, see the UNESCO website at : www.unesco.org/shs/citiesagainstracism

The first challenge we have to face – as we experienced for instance in promoting the culture of peace in Canada - is that the issues at stake that international organizations promote are not always simple to understand and incorporate in the existing programs and strategies at the national level: these issues cannot be the sole responsibility of only one department neither at the federal, provincial or local level. At the same time in the Canadian society like in other societies, there is a multiplication of organized civil society networks that need to be approached and involved.

In the last six years several reports were presented to the former UN Secretary General to encourage reforms of the UN System. Among the recommendations, one could take note of the following: encourage more cooperation among organizations; be aware and open to civil society contributions; and finally multiply opportunities for dialogue.

These reports could serve as well for the National Commission for UNESCO as key references that feed our action not only in the context of the UN reform but also for framing our interactions with national and local partners.

From Rio to Johannesburg the last cycles of the UN Summits and world conferences have gathered not only governments but also civil society actors from around the planet in meaningful dialogues. The awareness about global issues has been raised among a broaden group of organizations before and during these conferences, and this interest has been growing from one international meeting to the other. Nevertheless we must say that the follow-up to these major international meetings in each country has been generally under expectations.

To my knowledge one attempt of effective process put in place so far seems to be the "March of Women" in the year 2000. This global mobilization launched by a movement of women in Canada contributed to raising awareness about the lack of concrete follow-up actions to improve the status of women all around the world after the Beijing Conference. The movement developed platforms of action from the bottom to the top with involving all levels of governments, concerned institutions and stakeholders. The series of marches reminded existing commitments and claimed meaningful action and follow-up to all responsible organizations from the local governments to the Bretton Woods institutions.

Through our work carried out in partnership with Canadian institutions and organizations, the following challenges can be noted to contribute fully to democratic governance: identifying and contributing to horizontal cooperation among departments and different levels of governments within the country; mapping complex networks of stakeholders including civil society organizations; organizing and promoting participatory processes of consultation to engage these stakeholders.

Having said that, the UN Expert Meeting on *Creating an Inclusive Society: Practical Strategies To Promote Social Integration* to which we are invited in September 2007 is of our particular interest. This dialogue would lead us a step forward. If we can identify a possible way of broadening the dialogue, it could help us to create more constructive and efficient synergy among all the elements that have been already contributing to social cohesion, but with building more on their strengths.

The particularity of the National Commissions for UNESCO is that they have been the only institutionalized and recognized process of consultation with civil society in their respective country since the creation of UNESCO. They are dealing with both governmental institutions (ministries and their specific departments) and organized civil society associations in the fields of Education, Sciences, Communication and Culture. This intersectoriality should be an asset for horizontal cooperation as well.

The need to develop global governance that will engage a meaningful and strategic dialogue among international institutions, civil society actors and governments may become a priority. It is not an easy task and we should build on existing strengths within the system.

Towards global democratic governance: example of the Call for a Canadian Coalition of Municipalities Against Racism and Discrimination

The adaptation of UNESCO's International Coalition of Cities against Racism project in Canada has been coordinated by the Canadian Commission for UNESCO (CCU) since 2005 in close cooperation with a pan Canadian working group composed of the representatives from cities (municipal administrators of diversity), research networks NGOs and two provincial Commissions of human rights.

The working group agreed in following three major principles:

1) The international legal framework has been the result of long negotiations to build international consensus and a lot of their principles are already enshrined in the constitutions and charters of many countries. Action has to be built on this international and internal legal framework as a solid ground.

2) The representative democratic system has to be properly involved and not bypassed. Everything has to be done in order to allow the democratic decision making process and make the initiative as sustainable as possible.

3) Need of mapping stakeholders including civil society organizations and involving them in the planning for sustainable implementation.

1. **International Commitments and legal framework**:

The initiatives of the international organizations should aim at helping governments to implement international agreements and raise the awareness of citizens about their responsibilities as well. In the case of the Canadian Coalition of Municipalities Against Racism and Discrimination (CMARD) the first partner to help with implementation was the Commission of human rights of Ontario and was followed by others in other provinces. They immediately saw the potential of the Coalition which could reinforce

their own action reminding every level of government as well as civil society of their responsibilities in implementing the Canadian Charter of Rights and Freedoms. Calling the project 'against racism and discrimination' above the fact that it is the way it is referred to in the Canadian charter of rights and freedoms, includes all discrimination and all peoples .

The working group's first task was to elaborate a call for a coalition. We explicitly mentioned in the presentation of this Call, the existing local legal context and international framework in order to remind Canadian partners of their responsibilities in the implementation of these Charters of rights. To respect provincial characteristics and their own needs and priorities, the production of the booklets for promoting the Call was encouraged in each of the provinces with the specific references to the provincial legal framework. As for the governments, this reference to the existing international framework of binding normative instruments is meaningful and helpful as they have to report on their implementation.

The reference to the existing legal framework was important not only for the governments but was welcomed also by civil society organizations. It was felt as a proof that the initiative was well taking into consideration their concerns and proposing a tool for their empowerment. For instance, youth, women, aboriginal people and peoples with disabilities have participated in all major summits and international conferences. They are well organized with their own agenda and have continued their own struggle for rights. They are key partners for the initiative.

For example, partners such as the Association of Friendship Centers that are organized at the local level throughout Canada to defend the rights of aboriginal people in urbanized centers have been involved in the working group since the beginning. Consulting our partners on the grass-root level allowed us to take into consideration their point of view, in particular, the specific needs of their own struggle for rights.

2. **Building on existing strength: reaffirming the respect of existing democratic decision making processes in the hands of representative elected leaders**

While CCU was approaching municipalities throughout Canada to promote the initiative, many of municipal administrators and the representatives of the Federations of Municipalities emphasized the importance of having the decision to join the Coalition taken by the city Council to be done on the basis of a very concrete declaration that could become public and be integrated in the existing democratic process.

In elaborating such a declaration we had to take into account the following realities of the Canadian Municipalities: local decision makers, in this case Mayors, were not ready to take a pre-shaped action plan as proposed by UNESCO and make it their own; none of the commitments is the sole responsibility of the local level of governments; and the system of sharing of responsibilities could vary from one province to the other.

In Canada one of the challenges is the inextricability of responsibilities among different levels of governments. It means that none of the "10 Commitments" we were asking the municipalities to adopt (see details in annex 1) is the sole responsibility of the local governments. Just to give an example with the issues of racism: there is a plan at the federal level to follow up to the World Conference against Racism and Discrimination in Durban (2001) involving several Departments at the federal level. There are strategies in the provinces to deal with immigration and welcoming and inclusive society. There are strategies in the municipalities built on participative processes.

It was recommended to make it clear that the notions of "responsibilities", "transparency" and "accountability" be well respected The final Declaration says: "*the municipality will report publicly on an annual basis on actions undertaken towards the realization of these common commitments*".

Let me describe how the process of commitment is actually taking place: in order to make this Declaration official, interested municipalities generally followed three consecutive steps:

1. they informed the Canadian Commission for UNESCO of their interest in joining the Coalition;

2. The city council made a decision to sign the Declaration;

3. The official signature of the Declaration was organized in a special ceremony open to public according to their own agenda (e.g. on the occasion of the celebration of the International Days for Human Rights, against Racism, etc.…).

I am pleased to inform you that CCU has just organized during the last AGM of the Federation of Canadian Municipalities, on June 1st 2007, an official ceremony attended by the 13 first Municipalities having effectively joined the Coalition. After this symbolic moment where these municipalities restated their commitment against racism and discrimination, next step should be to define how they will cooperate among them and with other actors as a network of solidarity and exchange. Once again, legitimacy of our work lies in maintaining linkage and interactions with the democratic process where all the stakeholders have a role to play and shared responsibilities.

Related to the same importance we attached to the grounding of the initiative in the existing democratic framework, we improved our initial draft strengthening the notion of participatory process so that municipalities are encouraged to cooperate with all citizens and levels of governments. With taking into account of this point, the declaration was revised and reads as follow:

In developing or adapting its own unique plan of action toward progressive realization of the Common Commitments the Municipality will cooperate with others… and an enumeration of stakeholders follows.

It is up to the municipality to decide the type of cooperation. Some municipalities have chosen to consult their communities and open the dialogue to develop a plan according

to their overall priorities and budget. Others have chosen to consult internally before going to the public. We need to respect, in working with policy makers, their level of comfort with participatory processes.

This prudent approach towards the notion of participation helped us also keep the thrust from NGOs and communities. They were well aware that there were no meaningful reinforcement mechanisms in place in this area to monitor the progress from outside. They particularly appreciated the idea of local governments producing a public report on progress made within the project. In this manner, the accountability can stay in the hands of the elected members of city councils and their electors.

3) **Mapping stakeholders including civil society organizations and working with them in the planning for sustainable implementation**

A key factor of socially sustainable development: the need for endogenous organizations and communities to take ownership of program components. This means that they have to be involved all along the process in the planning, intentional design, establish consensus on the kind of change we would like to support. That is why, I would like to emphasize the importance of mapping stakeholders and working with them in the planning and implementation of the initiative.

We already mentioned the participation of the representatives of strategic networks in the working group of the Canadian Coalition since the beginning of the planning. They echoed the development of the initiative in their own network starting in June 2005 taking the opportunity of the AGM of CASHRA (Canadian Association of Statutory Human Rights Agencies). In November 2005, FCM sent out a letter of support inviting all their members to join the Coalition. Furthermore, in 2007 the National Association of Friendship Centers and the Canadian Foundation Against Racism informed their pan Canadian networks of their support. The Commissions of Human Rights of Ontario and Alberta continue to play an important role in their own provincial jurisdiction conveying meetings and broadening support among Municipalities and their partners in the

provinces contributing to capacity building and tools to be shared in the framework of the Pan-Canadian Coalition.

We would like to mention the two types of networks that we are particularly focusing our attention on. One is research network like Metropolis and the other is Private Sector Organizations like the Canadian Business for Social Responsibility.
Given the intention of this Coalition to develop the knowledge base on the issues related to social policies, we are broadening the scope of research networks involved since the beginning. We will mention in particular the cooperation with the Metropolis network.

According to the series of consultations with our partners, the cooperation with the business sector is identified as our next target. Canadian Business for Social Responsibility has been kept informed of the developments of our project from the beginning. Since the Global Compact Policy Dialogue 2006 – a strategic dialogue on diversity that took place in London in the fall of 2006, we have been exploring ways to link this major UN led initiative with the efforts of the Coalition aiming at promoting diversity in employment at the local level where the municipalities can play an important role as an active supporter of equal opportunity practices and also as an equal opportunities employer. I would like to mention in particular the dialogue we plan to organize in the year 2008.

Cooperation with research networks In Canada a research network called "Metropolis", composed of 5 research centers based in universities across Canada, sponsored by several Departments at the federal level, has been working on Immigration and related issues. They developed one national network and an international network. The national network representative is member of the national Commission committee on sciences and one representative of UNESCO has been sitting on the executive of the international network. They organize every year a national and an international Conference. Metropolis has also developed a series of occasional papers issued from dialogues taking place among stakeholders

As for the development of the Coalition project, we have always taken advantage of an extremely interesting forum offered by the Metropolis Conferences where decision makers meet with NGOs and researchers and jointly organize thematic workshops. Since 2004, we participated together with UNESCO in the Metropolis conferences – either at the international or national level - in order to link the emerging network of the Coalition with this existing network of policy makers, NGOs and researchers working at the city level.

As an example, at one of these international conferences that took place in Toronto in 2005 a workshop was organized with the focus on the indicators used by municipalities to measure the success/failure of their policies. The representatives of Toronto, Stockholm, Brisbane as well as the Local Government Association of Queensland took active part in the exchange with academics and NGOs fighting discrimination.

Recently, on the occasion of the last Metropolis national conference in Toronto (March, 2007) the Canadian Coalition has organized a workshop on the commitments number 5 and 6 that are linked to equity access and respect of diversity. This example can show you how we try to establish a dialogue among researchers and practitioners on the challenges faced in the implementation of the commitments undertaken by the municipalities. Our purpose of organizing such a dialogue is on one hand to build up a community that is necessary and practical where administrators can start sharing information about past and on-going experiences, lessons learned as well as learning about existing resources available. On the other hand, these workshops are also contributing to shaping an agenda of research thanks to the presence of the researchers who help with the analysis and the identification of gaps.

Apart from the issues related to migration, we are now cooperating with a new research network focusing on Aboriginal communities and social development.

Related to our broadening of the base of knowledge of the Coalition we are exploring
- The advancement of reflection on the notion of participation

To help municipalities learn from each others about meaningful processes of participation we would like to open the network to the communities which have been working for a long time on these processes like adult education popular education etc....

The concept of dialogue is good in itself. However for some of these specialists of participative processes it has to be considered as a technique of participation not the only one. The dialogue has to be chosen as a tool when appropriate and a lot of work has to be done in advance for that dialogue to take place and the right people to be around. Meaningful principles for community participation are enshrined in the Declaration of Brisbane that is enclosed (annex 2)

I have enclosed a spectrum used by the International Association of Public Participation, which is building a network of facilitators working with the same ethical perspective and collecting lessons learned. You will see how carefully they classify the type of promises to the public the type of technique to choose and the level of engagement of the public in the decision process. (Annex 3),For more information, www.IAP2.org)

- Some emerging issues to be addressed are the notion of reasonable accommodation and places to develop new consensus on our common interests

Notion of "reasonable accommodation**"**

It is no longer accepted everywhere as stated in the background document of the UNDESA Conference that social cohesion means that people have to adapt to the norms of the society. More and more this belief is shaken by the fact that some of us believe that the norms could be changed to accommodate new comers if change is for the common good. We talk here about a "reasonable accommodation".

Nevertheless we have to learn how to define what is common good and when and how we could define what could be changed. How to develop inclusive societies that will make it possible for everybody to feel they belong to a dynamic democratic system without jeopardizing existing democracies.

Where are the places to build this new consensus on the society we want to build together?

Do we have opportunities to meet each others? Should not we think of a more permanent place for dialogue all the year long? Where should we organize the permanent dialogue needed to build new consensus to learn how much we have in common and how to live together.

Several research networks have already started interesting debates around these issues often from the point of views of urbanism or cultural industries. CCU would like to contribute to this discussion and link it with the efforts of the coalition and other international efforts for social cohesion.

The business sector is now our next target in the effort to contribute to the dialogue among strategic stakeholders for the Coalition

Canadian Business for Social Responsibility has been targeted because of its linkage with the UN Global Compact in Canada. We are also looking at the boards of trades and the chambers of commerce spread all over Canada already natural partners of municipalities.

We were very much inspired by the strategic dialogue that took place in London last year about policies of diversity among private companies and cities from all over the world. It was particularly interesting to read about the motivations of these exemplary policies of the private companies which did not necessarily have to do with the regulations or moral obligations but rather with good business. To simplify we could say that diversity in the labor force is considered as an asset to open new markets in the world. The diversity of the clientele was making respect of diversity a way to broaden the access to the product. This logic justifies investments as part of good business.

Given the importance of the private sector in achieving the commitments 5 and 6 related to the respect of labor laws - linked to equity access and respect of diversity - we need to take advantage of the lessons already learned by the private sector from their point of view and contribute joining their dialogue with concerned stakeholders. The above-mentioned workshop organized in March 2007 on the commitments 5 and 6 could not gather around the table all of the partners but still allowed us to make a preliminary mapping of the missing links. We are now approaching these newly identified stakeholders in order to plan a strategic dialogue. We hope that the planned meeting within CMARD will contribute to creating better understanding of the issues at stake from the point of view of different stakeholders. It is expected that the results of this particular work will result in a contribution to a publication on the state of the art on this issue of diversity in labor market which is planned to be published under the series of discussion papers launched by UNESCO[2].

III. Conclusion: How to bring together communities with contradictory interests

In sum, the example of the Call for a Coalition highlighted some important principles that we had to keep in mind: while developing this interactive relation between global and local action, it is important to build up on the existing strengths: existing legal framework, democratic internal systems as well as networks of concerned stakeholders. This approach would help the initiatives taken at the global level by international organizations in the building of a meaningful and sustainable web In order to elaborate more on these lessons learned. I have also mentioned , some of the issues that need more consideration and should not to be taken for granted like the process of participation and its inclusion in the action or the importance of finding common grounds to live better together .

Finally, telling our story was a way to share our experience and lessons learned including the challenges we identified ahead. I would like to inform you that many

---

[2] UNESCO launched a series of « Discussion Papers » for the International Coalition of Cities against Racism :
http://portal.unesco.org/shs/en/ev.php-URL_ID=10441&URL_DO=DO_TOPIC&URL_SECTION=-465.html

researchers and institutions in Canada including the Federation of Canadian Municipalities are involved in the development of systems of "Indicators for Quality of Life" as a contribution to the creation of better understanding the issues related to social cohesion. I have listed in reference some of the Canadian sites where you could find some recent studies that could be of interest for this group. From the perspective of UNESCO, it seems to me that the results of our deliberations at this meeting should be presented at the round table to be organized at the next General Conference of UNESCO this fall on civil society and be proposed to all the National Commissions so that a debate be organized in each country together with their strategic stakeholders.

Annex 1

Why the initiative of UNESCO of establishing an international coalition of cities against racism and discrimination could become a tool for action towards social cohesion?

As defined by the UNDESA working group, the following essential elements are necessary to contribute to achieving an inclusive society:

- Equal opportunities for active participation

- Inclusive policies and institutions

- Good governance and representative leadership

- Equal access to public information public infrastructures and facilities

In case of the Coalition project, concrete policies are proposed by UNESCO on the base of what is already in place in cities that have been facing for a long time those challenges. In a comparative study sponsored by UNESCO a Canadian network of researchers CRIEC carried out a comparative study on the policies among some big cities in North America and Europe. This study gave an excellent inspiration to the elaboration of the commitments proposed to Canadian Municipalities. These commitments can be regrouped in the following categories according to the three different functions that cities play.

The municipality as a guardian of public interest is invited to be playing an active role and representative leadership

1. Increase vigilance against systemic and individual racism and discrimination

2. Monitor racism and discrimination in the community more broadly as well as municipal actions taken to address racism and discrimination

3. Inform and support individuals who experience racism and discrimination

4. Support policing services in their efforts to be exemplary institutions in combating racism and discrimination

The municipality as an organization in the fulfillment of human rights for equal opportunities and equal access

5. Provide equal opportunities as a municipal employer service provider and contractor

6. Support measures to promote equity in the labor market

7. Support measures to challenge racism and discrimination and promote diversity and equal opportunity in housing

The municipality as a community sharing responsibility for respecting and promoting human rights and diversity

8. Involve citizens by giving them a voice in anti-racism initiatives and decision making

9. Support measures to challenge racism and discrimination and promote diversity and equal opportunity in the education sector and in other forms of learning

10. Promote respect understanding and appreciation of cultural diversity and the inclusion of Aboriginal and racialized communities into the fabric of the municipality

In Canada, we have started mapping the stakeholders to be involved for each of the commitments.

In the workshop organized in March this year at the Metropolis conference, we started this mapping exercise around the commitments 5 and 6 that are linked to the equity and access to employment. This preliminary mapping gave us a first picture of the currently available resources in terms of existing programs and research results on which we can elaborate more for our own objective. It was also useful to identify other new issues to be further explored within our network.

Annex

Brisbane Declaration

We, representatives of countries and communities, including Indigenous peoples, international institutions, national, state and local governments, academic institutions, and business and civil society organizations from across the world, participating in the International Conference on Engaging Communities, held at Brisbane, Australia, from 15 to 17 August 2005,

1. *Acknowledge* the universal interest and importance of community engagement, founded in the inherent dignity of people and the values, rights and responsibilities of all people expressed in the Universal Declaration on Human Rights.

2. *Welcome* the Seoul Declaration on Participatory and Transparent Governance[1] in its call for all actors[2] in societies to work together to expand and promote participatory, transparent governance for the benefit of their people.

3. *Underscore* that community engagement is essential to the achievement of the Millennium Declaration including the Millennium Goals for Development.

4. *Express appreciation* for the efforts of the United Nations and its specialised agencies in helping to advance the practice of community engagement and support of greater participatory and transparent governance.

5. *Express appreciation* to the Government of the State of Queensland, to the Indigenous peoples for their welcome to country, and to all the people of Queensland, Australia for hosting the inaugural International Conference on Engaging Communities.

6. *Express appreciation* to the other Australian governments, tertiary institutions and organisations that have sponsored and partnered in the organisation of this gathering, to the staff and volunteers, and to all those who have through participation shared their expertise and experience to build greater understanding, capability and commitment to the practice of community engagement.

Community Engagement

7. *Affirm* that community engagement is critical to effective, transparent and accountable governance in the public, community and private sectors.

8. *Recognise* that community engagement is a two way process:
   - by which the aspirations, concerns, needs and values of citizens and communities are incorporated at all levels and in all sectors in policy development, planning, decision-making, service delivery and assessment; and
   - by which governments and other business and civil society organisations involve citizens, clients, communities and other stakeholders in these processes.

9. *Affirm* that effective engagement generates better decisions, delivering sustainable economic, environmental, social and cultural benefits.

10. *Also recognise* that effective community engagement enables the free and full development of human potential, fosters relationships based on mutual understanding, trust and respect, facilitates the sharing of responsibilities, and creates more inclusive and sustainable communities.

---

[1] The Seoul Declaration on Participatory and Transparent Governance made at the Sixth Global Forum on Reinventing Government at Seoul, Republic of Korea, 24-27 May 2005.

[2] The 'community' or all 'actors in society' are all those who are potentially affected by or have an interest in an issue, decision, service delivery or evaluation, and include government, businesses, trade unions, civil society organisations, non-Government organisations and individual citizens.

2

11. *Further recognise* that meaningful community engagement seeks to address barriers and build the capacity and confidence of people to participate in, and negotiate and partner with, institutions that affect their lives, in particular those previously excluded or disenfranchised.

12. *Further recognise* that inclusive engagement requires that Indigenous peoples and the poor and marginalized, are adequately resourced to participate meaningfully in the broader community and that they have a stake in the outcome and benefit equitably as a result of being involved.

13. *Endorse* the core principles of integrity, inclusion , deliberation and influence in community engagement:

    - Integrity – when there is openness and honesty about the scope and purpose of engagement;
    - Inclusion - when there is an opportunity for a diverse range of values and perspectives to be freely and fairly expressed and heard;
    - Deliberation – when there is sufficient and credible information for dialogue, choice and decisions, and when there is space to weigh options, develop common understandings and to appreciate respective roles and responsibilities;
    - Influence – when people have input in designing how they participate, when policies and services reflect their involvement and when their impact is apparent.

14. *Recognise* the availability of a wide range of methods and technologies, including new and emerging tools associated with the internet, to facilitate appropriate and effective community engagement.

15. *Affirm* the value of education, ongoing monitoring and evaluation, and knowledge sharing about active citizenship and community engagement processes and outcomes.

16. *Draws attention* to the materials and recommendations of the specialized panels and workshops which supplement this Declaration

Next steps

The participants from all over the world at this conference:

17. *Request* the Host Country to bring to the attention of the General Assembly of the United Nations the Declaration of this inaugural International Conference on Engaging Communities so that it may provide leadership globally for its promotion and implementation.

18. *Further call on* international institutions as well as national, provincial and local governments to give effect to the values and principles of this Declaration.

19. *Express* support for more dialogue between international institutions and others with the people of the world about issues of global interest, and the availability of digital and other means to support such interaction.

20. *Encourage* the tertiary sector and other public and professional organisations to facilitate research and teaching, policy and practice development, organizational development, evaluation and networking to sustain the learnings and connections created at this inaugural International Conference on Engaging Communities.

21. *Further encourage* the private sector and civil society organisations to implement practical and meaningful ways to be responsive to, representative of, and enabling of the participation of citizens, clients, communities.

22. *Note* with appreciation the willingness of the Queensland Government to support knowledge-sharing and capacity-building for community engagement and to be involved in the follow-up to this Conference.

23. *Request* the United Nations, building on the success and legacies of this Conference, to assist countries and communities to foster effective community engagement practices by supporting research and training, and documenting successful outcomes and disseminating these widely.

Annex3

IAP2 Public Participation Spectrum
Developed by the International Association for Public Participation

INCREASING LEVEL OF PUBLIC IMPACT

INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
Public Participation Goal:	**Public Participation Goal:**	**Public Participation Goal:**	**Public Participation Goal:**	**Public Participation Goal:**
To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision-making in the hands of the public.
Promise to the Public:	**Promise to the Public:**	**Promise to the Public:**	**Promise to the Public:**	**Promise to the Public:**
We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for direct advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.
Example Techniques to Consider:	**Example Techniques to Consider:**	**Example Techniques to Consider:**	**Example Techniques to Consider:**	**Example Techniques to Consider:**
• Fact sheets • Web sites • Open houses	• Public comment • Focus groups • Surveys • Public meetings	• Workshops • Deliberate polling	• Citizen Advisory Committees • Consensus-building • Participatory decision-making	• Citizen juries • Ballots • Delegated decisions