



**COMMUNICATION STRATEGY
2022 – 2027**

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ACRONYM	MEANING
AIDS	Acquired Immunodeficiency Syndrome
BSD	Basic Service Delivery
CDW	Community Development Worker
CI	Communication Information
DCF	District Coordinating Forum
DCFTECH	District Coordinating Technical Committee
GCIS	Government Communication and Information System
GGPP	Good Governance and Public Participation
HIV	Human Immunodeficiency Virus
HoC	Head of Communication
IDP	Integrated Development Plan
IGR	Intergovernmental relations
KPA	Key Performance Areas
KPI	Key Performance Indicator
LED	Local Economic Development
LG	Local Government
LLF	Local Labour Forum
MAYCO	Mayoral Committee
MFMA	Municipal Finance Management Act
MFVM	Municipal Financial Viability and Management
MinMay	Minister's and Mayoral Forum
MinMay Tech	Minister's and Mayoral Technical Forum
MM	Municipal Manger
MTID	Municipal Transformation and Institutional Development
SALGA	South African Local Government Association
OPEX	Operational Expenditure
PMS	Performance Management System
SCM	Supply Chain Management
Sec	Section
SMS	Short Messaging Service
WC	Western Cape

1. INTRODUCTION

Communication is a key strategic service - to ensure that information is widely accessible within the public space, to engage citizens in conversation around critical issues, and to empower citizens to participate in, not only shaping government policies, but also in taking up opportunities that affect their lives.

Effective communication contributes positively to government endeavours – leading to good governance, improved internal staff and external citizen/stakeholder morale, and contributing towards meeting government's aims and objectives. It builds public trust and confidence in the integrity of government and can be used to challenge any negative perceptions that might exist in the public space.

Government entities are encouraged to develop a five-year Communication Strategy and annual Action Plan aligned to the National Communication Strategic Framework (NCSF).

A communication strategy is a plan to achieve communication objectives and mainly focuses on the following four major components:

- Communication goals
- Target audience
- Communication action plan
- Communication channels

This five-year strategy will determine the path and/or the actions that Langeberg Municipality will take to be able to reach its goals.

The Communication Department will make every effort to empower our communities with information that is reliable, timeous, clear and accessible, as per their constitutional right of Section 195(g), to ensure for a participatory community that can become actively involved in municipal matters.

The Government Communication and Information System (GCIS) is the custodian of government communications. Langeberg Municipality has drafted this strategy in line with the GCIS Communication Policy to ensure that we strengthen government communications and deliver on its mandate, in line with the developmental communication approach adopted by government.

2. COMMUNICATION AIMS AND OBJECTIVES

This five-year strategy will determine the path and/or the actions that Langeberg Municipality will take to be able to reach its service delivery goals. The Communication Department will make every effort to empower our communities with information that is reliable, timeous, clear and accessible, as per their constitutional right of Section 195(g), to ensure for a participatory community that can become actively involved in municipal matters. Since effective communication will improve services and quality of life in the Langeberg Municipal area, the Municipality wants to ensure that it communicates in the best possible way. One of the primary objectives of this communication strategy is to communicate the strategic emphasis of Council - its vision, mission as well as the strategic objectives contained in the Integrated Development Plan (IDP).

2.1 Communication Aims:

- **Educate:** Improve resident's understanding of our mandated services and increase customer satisfaction in rendering such services.
- **Inform:** Ensure that local communities and stakeholders are aware of the Municipality's vision and plans for the future to improve community support and participation
- **Build:** Enhance stakeholder relations to foster credibility
- **Motivate:** Create a culture of service excellence through good internal communication within the Municipality, An effective, attentive and motivated workforce leads to higher employee morale and loyalty.
- **Develop:** Improve the coordination and execution of messaging and develop and adopt policies required to perform the function of communication at a high standard. Restructure the Communication function on the Organogram.
- **Establish two-way discussions:** Through public involvement, listen to the needs and views of the community to ensure that the right priorities are established and a responsive service could evolve.
- **Create positive perceptions:** Maintain an appropriate and positive public image.
- **Stay current:** Research the preferred methods of communication and evolve with latest technology
- **Monitor:** Develop a Communication Audit

2.2 Slogan, Vision, Mission

Slogan: From one of the best, to the best.

Vision: To create a safe and healthy environment for delivering sustainable quality services

Mission:

An efficient and cost-effective municipality for good governance, sustainable services, safe and secure environment, sound financial management and a conducive environment for local economic development

2.3 Principles of Government Communication

The Municipality has adopted the basic principles of government communication and refined it to suit its own environment. The following principles are acknowledged throughout this strategy:

2.3.1 Batho Pele Principles

The Municipality should be dedicated in their actions, programs and operations to fulfil government's commitment to a better life for all citizens. Batho Pele 'People first' promotes service excellence in the public sector and encourages the public to expect excellent service from the Government.

2.3.2 Consultation

Principle: The public should be consulted about the level and quality of the municipal services they receive and, wherever possible, should be given a choice about the services that are offered.

The public will be asked for their views on existing municipal services and what new basic services they need.

2.3.3 Service Standards

Principle: The public should know what level and quality of service they will receive.

The Municipality will strive to develop service standards for existing and new services. The services standards will be monitored and raised progressively as needed.

2.3.4 Access

Principle: All citizens should have equal access to the services to which they are entitled.

The Municipality will set targets for extending access to information, municipal officials and services. The Municipality will implement special programmes for improved service delivery to the physical, social and cultural disadvantaged.

2.3.5 Courtesy

Principle: The public should be treated with courtesy and consideration

The Municipality will set standards for the treatment of the public and will incorporate these into the Code of Conduct, values and training programmes. Staff performance will be regularly monitored, and discourtesy will not be tolerated.

2.3.6 Information

Principle: The public should be given full, accurate information about the municipal services to which they are entitled.

The public is entitled to full, accurate and up-to-date facts about municipal services they are entitled to. Information should be available at service points and in the local media. Contact names and numbers should appear in all municipal communications.

2.3.7 Openness and Transparency

Principle: The public will be informed on how the Municipality is managed, the available budget and the leadership in charge.

2.3.8 Redress

Principle: If the promised standard of service is not delivered, the public should be offered an apology, a full explanation and a speedy and effective remedy. When complaints are made the public should receive a sympathetic and positive response.

The Municipality will implement mechanisms for recording any public dissatisfaction and staff must be trained to handle public complaints fast and efficiently. The public must receive feedback with regards to the progress and outcome of complaints and other matters raised.

2.3.9 Value for money

Principle: Municipal services should be provided economically and efficiently to give the public the best possible value for money. The Municipality must ensure efficient savings and improved service delivery.

3. ENVIRONMENTAL ANALYSIS

3.1 LEGISLATIVE FRAMEWORK

The Constitution of the Republic of South Africa, 1996 (Act 108 of 1996) provides the framework for communication within the South African environment and regards freedom of expression and the public's right to information fundamental rights.

LAWS AND REGULATIONS

- Municipal Systems Act, 2000
- Promotion of Access to Information Act, 2000
- Municipal Finance Management Act; (Act 56 of 2003)
- Intergovernmental Relations Framework Act, 2005 (Act 13 of 2005)
- Bill of Rights
- Copyright Act, 1978 (Act 98 of 1978)
- Electronic Communications and Transactions Act, 2002 (Act 25 of 2002)
- Use of Official Languages Act, 2012 (Act 12 of 2012)
- Municipal Structures Act, 1998 (Act 117 of 1998)
- Public Service Act, 1994 (Act 103 of 1994)

Protection of Personal Information Compliance (POPI Act), Act 4 of 2013)

- Langeberg Municipality complies fully with the Protection of Personal Information Act (Act 4 of 2013). The Municipality is committed to ensuring that all personal information collected through communication platforms, including bulk SMS systems, WhatsApp groups, online participation platforms and supplier databases, is processed lawfully, transparently and securely.
- Appropriate administrative, technical and organisational safeguards will be implemented to prevent loss, misuse, unauthorised access or disclosure of personal data. All relevant officials will be sensitised to their data protection responsibilities to ensure ongoing compliance with applicable legislation.

3.2 THREE SPHERES OF GOVERNMENT

The development of the Langeberg Municipality Communication Strategy is informed by the following recent and relevant developments within the three spheres of government:

3.2.1 NATIONAL ENVIRONMENT

3.2.1.1 National Key Performance Areas (KPA's):

- a) **Basic Service Delivery (BSD):** Water, sanitation, refuse removal, roads, storm water, public transport, electricity and housing.

- b) **Municipal Transformation and Institutional Development (MTID):** Organisational transformation to match IDP requirements, internal policies dealing with national priorities, general management practices and training.
- c) **Municipal Financial Viability and Management (MFVM):** Financial policies, budget management, assets and liability control, and supporting strategies to fund priorities.
- d) **Local Economic Development (LED):** LED, food security, social infrastructure, health, environment, education and skills development.
- e) **Good Governance and Public Participation (GGPP):** Public relations, marketing, communication, empowering wards, public participation structures and mechanisms and service ethics (Batho Pele Principles).

3.2.1.2 Municipalities are expected to at least:

- a) Put people and their concerns first and ensure constant contact with communities via **effective public participation platforms**. The basic measures to be monitored include:
 - engagement platforms with civil society.
 - Transparency, responsiveness and accountability.
 - Regular feedback on petitions and complaints.
 - Regular community satisfaction surveys.
 - Regular ward report back by councillors.
- b) Create **conditions for decent living** by consistently delivering municipal services to the right quality and standard. This includes planning for and delivery of infrastructure and amenities, maintenance and upkeep, including the budgeting to do this. Ensure no failures in services and where there are, urgent restoration. Municipalities are expected to perform the following basic activities, and to have performance indicators to measure their performance:
 - Develop fundable consolidated infrastructure plans.
 - Ensure Infrastructure development maintenance (7% OPEX) and reduce losses.
 - Ensure the provision of free basic services and the maintenance of an indigent register.

National and Provincial Rapid Response and technical teams monitor service delivery interruptions at national level.
- c) Be well governed, demonstrating **good governance** and administration by cutting wastage, spending public funds prudently, hiring competent staff, ensuring transparency and accountability. Municipalities are constantly monitored and evaluated on the following basics:
 - Clear delineation of roles and responsibilities.
 - Functional structures.
 - Transparency, accountability and community engagement.
 - Proper system of delegation to ensure functional administration.
 - The existence and efficiency of anti-corruption measures.
 - The extent to which there is compliance with legislation and the enforcement of bylaws.
 - Service delivery protests and the approach to address them.

- d) Ensure **sound financial management & accounting** and prudent management of re-sources to sustainably deliver services and bring development to communities. Performance against the following basic indicators will constantly be assessed:
- Proper record keeping and production of annual financial statements.
 - Credit control, internal controls and increased revenue base.
 - Wasteful expenditure including monitoring overtime kept to a minimum.
 - Functional Supply Chain Management structures with appropriate oversight.
 - The number disclaimers in the last three – five years; and
 - Whether the budgets are cash backed.
- e) Build and maintain **sound institutional and administrative capabilities**, administered and managed by dedicated and skilled personnel at all levels. The basic requirements to be monitored, include:
- Competent and capable people and performance management.
 - Functional delegations.
 - Regular interactions between management and organised labour.
 - Shared scarce skills services at district level.
 - A realistic Organogram, aligned to the municipal development strategy; and
 - Implementable human resources development and management programmes.

3.2.2 PROVINCIAL AND DISTRICT ENVIRONMENT (ALIGNING STRATEGIC GOALS)

3.2.2.1 Provincial and District Strategic Goals in line with Langeberg Municipality Strategic Goals

Provincial Strategic Goals	Cape Winelands District Municipality Strategic Goals	Langeberg Municipality Strategic Goals
1: Create opportunities for growth and jobs 2: Empowering People 3: Safe & Cohesive Communities 4: Innovation & Culture 5: Mobility & Spatial Transformation	SO 1: Creating an environment and forging partnerships that ensure social and economic development of all communities, including the empowerment of the poor in the Cape Winelands District. SO 2: Promoting sustainable infrastructure services and a transport system which fosters social and economic opportunities SO 3: Providing	1. Ensure efficient administration for good governance 2. Provide infrastructure for sustainable and affordable basic services 3. Promote a safe and secure environment 4. Promote and facilitate investment and local economic development 5. Provide sustainable financial management

	effective and efficient financial and strategic support services to the Cape Winelands District Municipality.	
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3.2.3 LOCAL ENVIRONMENT

3.2.3.1 Public Participation

Communication is identified as the key driver in public participation as it provides strategic and technical advice to campaigns, broaden community participation, and strengthen participatory democracy. Communication planning should therefore integrate with any form of public participation planning and implementation, as community participation will always utilise the basic model and mode of communication.

3.2.3.2 Integrated Development Plan (IDP)

The Municipal Systems Act defines an IDP as "a single, inclusive and strategic plan for the development of a municipality". It is a tool that enables the municipality to achieve its constitutional objectives, which are:

- To provide democratic and accountable government for local authorities.
- To ensure the provision of services to communities in a sustainable manner.
- To promote social and economic development.
- To promote a safe and healthy environment.
- To encourage community participation in local government matters.

Public participation is fundamental to the success of IDP implementation. Communication is integral in the development of the IDP. Citizens are defined by law to be part of the Municipality. They actively participate in municipal planning, budgeting, drafting of by-laws, policies and in monitoring the performance of the municipality – all of which entails extensive communication.

The IDP process therefore requires strong and clear channels of communication, with particular emphasis on quality feedback mechanisms from residents. This is imperative for developing an IDP that is credible in both the drafting process as well as its content. The Municipality has a duty to facilitate public involvement and must provide meaningful opportunities for participation processes. It must also employ measures to ensure that people can take advantage of such opportunities.

The Communication Strategy will address the communication needs for public participation in the IDP processes, to prioritise and organise the communication activities, to market it and to make it available to the public. The aim is to effectively communicate the priorities and activities of the IDP process more widely.

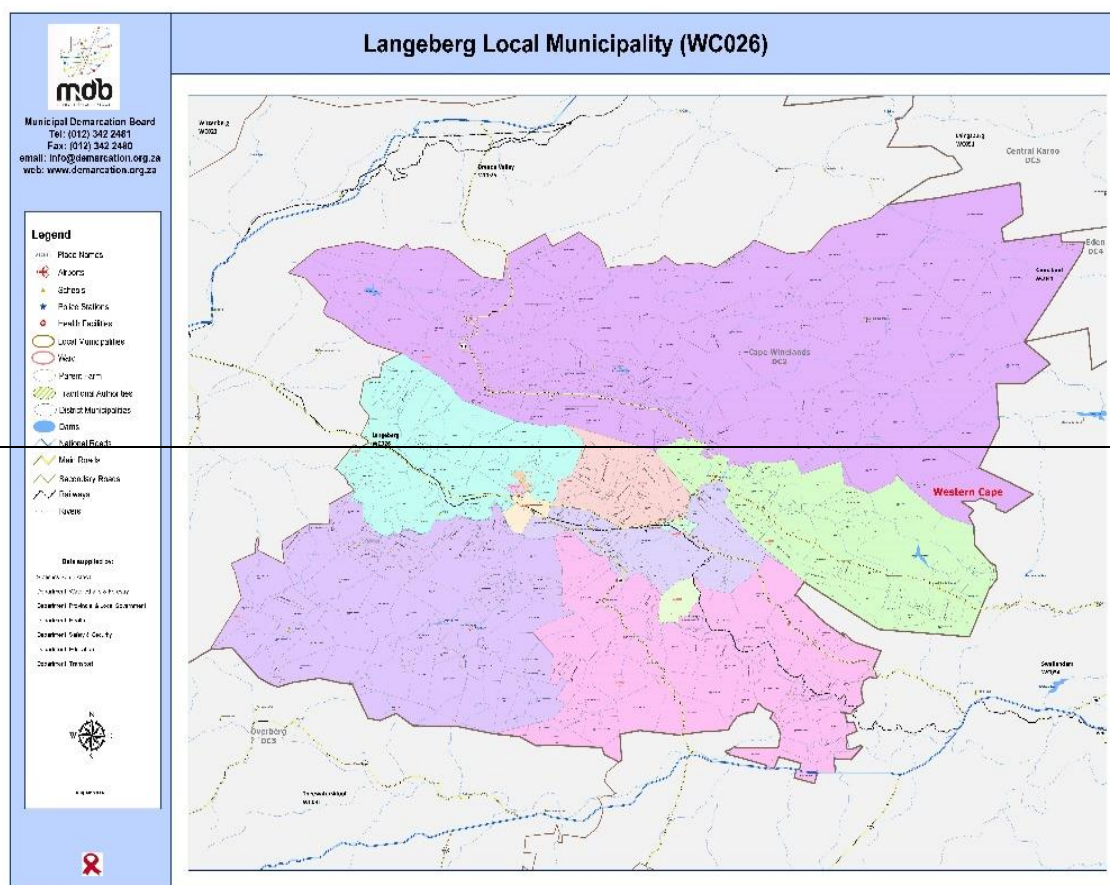
The IDP is not only a strategic framework that guides performance, but it is also a vehicle for communication and a yardstick for political accountability. The development and monitoring of the IDP serves as a basis for engagement between the Municipality and residents, as well as an instrument against which residents can hold the council accountable.

The budgeted projects listed and detailed in the IDP indicate tremendous opportunities for “good news” communication. Informing communities of the investments, restorations and developments made by the Municipality in their area, assists with restoring confidence in the municipality.

3.3 LOCAL DEMOGRAPHIC PROFILE

As of 2025, 13 per cent of the Cape Winelands' population resides in the Langeberg municipal area. The population of the municipal area totals 127 282 persons in 2025 and is estimated to be 135 560 persons by 2030. This equates to an estimated average annual growth rate of 1.3 per cent for the period. The estimated population growth rate of Langeberg is therefore on par with that of the Cape Winelands District which recorded a similar figure for the period under review.

The Langeberg Municipal area consists of the five towns of Ashton, Bonnievale, McGregor, Montagu and Robertson. The Langeberg Municipal Council consists of 23 members of which 12 are directly elected ward Councillors and 11 are proportional representatives.



3.4 MUNICIPAL SWOT ANALYSIS

STRENGTHS • The Langeberg Municipality has a functional communication unit in a dedicated administration and functional Council. • Municipal communication officers are represented on the district and provincial government communication forums. • The municipality use sound IDP, Public Participation and planning processes. • There are a clear vision, mission, values and strategy in place. • Well situated as a tourism destination, in the heart of the tourism Route 62. • Many opportunities for business investments • Well established infrastructure for further business expansion • Sound financial management	WEAKNESS • Departments tend to work in isolation (silo's) making it hard to access valuable public information. • Budget constraints limit the use of some communication tools, resources and equipment. • Limited internal communication with line departments to compile integrated, coordinated and proactive communication. • Lack of accountability measures for what, when and how often the departments should communicate to communities.
OPPORTUNITY • Sufficiently budgeting for communication projects • Establish an Internal and inter-governmental communication forum • Foster healthy relationships with the media • Inform internal staff of their role and responsibility towards communicating with the public. • Communication a standing agenda points in all internal OMT, SMT, ward committee and IDP meetings to identify what meeting decisions are to be communicated internally or to the public. • Head of Communication representation in Management and Council meetings. • Include a communication KPI for line departments • Training of Frontline staff and Call Centre Operators – Extensive induction, understanding of internal processes • The organiser of a newsworthy departmental event or function should submit notice of such events to the Communication Department.	THREATS • Public ill-informed of Municipal Services and Responsibilities. • Community not actively involved in the affairs of the municipality. • Print and social media tightens deadlines and fake news. • Environmental issues e.g. Drought, floods, fires • Other issues e.g. Loadshedding, riots, Cable theft and water quality. • Lack of implementation of business contingency plans when telephone lines are down. • High unemployment • Limited economic opportunities • Seasonality of jobs in the agricultural sector. • Low skills level of workers in the area. • Significant portion of the population is inadequately educated.

4. COMMUNICATION STRUCTURE

Every employee of the Municipality is always a communicator. However, an element of hierarchy and authorization must be adhered to correctly coordinate the release and proper packaging of messages. To ensure consistency, all communication must be authorised by the Municipal Manager or a duly delegated official.

Communication with the media should be restricted to the offices of the Municipal Manager and the Mayor, unless it is agreed upon that a delegated official will speak on a specific topic. In this context, it is important to ensure that there is no ambiguity in the messages and that the designated spokespersons speaks with one voice and one message.

4.1 Crisis Communication Management

Langeberg Municipality recognises that effective crisis communication is essential to maintaining public trust and ensuring accurate, timely information during emergencies.

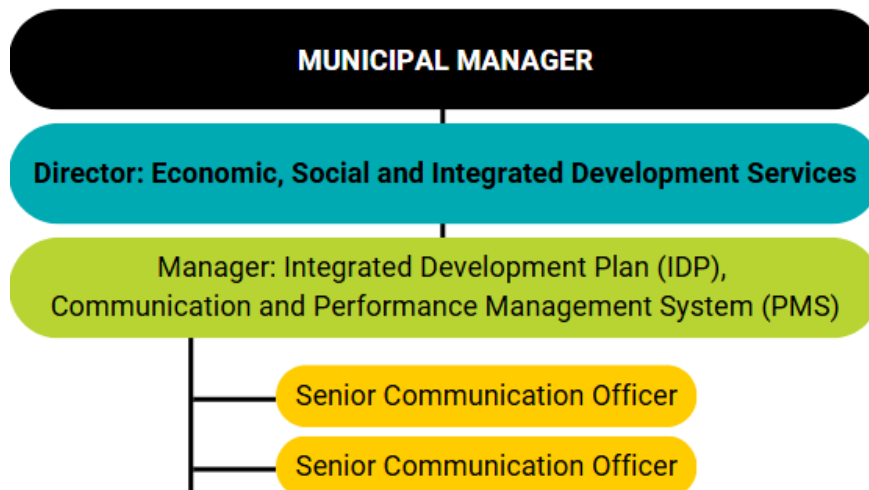
A crisis may include, but is not limited to:

- Natural disasters
- Service delivery disruptions
- Infrastructure failures
- Environmental hazards
- Public unrest
- Reputational risks

The Municipal Manager shall serve as the primary administrative spokesperson during a crisis, unless delegated otherwise in writing. The Executive Mayor shall address political and policy-related matters.

A holding statement shall be issued as soon as reasonably possible following confirmation of an incident. All communication shall be factual, verified and disseminated through official platforms including the municipal website, social media channels, bulk SMS systems and local media where appropriate.

The current communication structure at Langeberg Municipality:



4.2 FUNCTION OF THE COMMUNICATIONS DEPARTMENT

- a) Research, compilation, editing, co-ordination and production of newsletters, external and internal communication material and corporate information documents;
- b) Develop/revise departmental communication strategies and plan/s;
- c) Compilation of the Annual Performance Report;
- d) Render departmental media liaison, including the writing of media releases, media conferences, media monitoring and evaluation;
- e) Render a photographic service;
- f) Draft speeches and communication products in conjunction with line functionaries;
- g) Facilitate/Coordinate municipal functions, exhibitions, road shows and other events;
- h) Render a departmental language service;
- i) Render a graphic design service to compile brochures & posters;
- j) Arrange the placement of the line department and tourism departments advertising and marketing.
- k) Responsible for the implementation and monitoring of the municipal website with recent and relevant information; and provide website support.
- l) Update and monitor social media pages;
- m) Update the communication strategy by March each year.
- n) Comply to the roles and key performance indicators (KPI's) of the communication officer as clearly defined;
- o) Frequently communicate on the following primary communication platforms:

PLATFORM	FREQUENCY
Website	Updated daily or as needed.
Social media (Facebook, Twitter and Instagram)	Daily basis
Bulk SMS, Collab Citizen Application, WhatsApp groups, WhatsApp Channel	Daily basis
External Newsletter	Monthly basis (excl. January and December)
Internal Newsletter	Monthly basis (excl. January and December)
Press Release	Monthly or as need arises
Notice Boards: Municipal Offices, Thusong Centre, Libraries, Schools, Clinics, Spaza Shops, Church, Taxi and Bus service stops, Ward Committee Members	As needed
Posters, Pamphlets, Brochures	As needed
Marketing Branding Items	Annual /Once-off as needed
Loud hailing (Traffic Officials)	As needed

5. MUNICIPAL MESSENGERS

The municipality has identified the following roles of communication:

COMMUNICATOR	MESSAGING CATEGORY
Mayor	All aspects of Council policy and programmes – the Executive Mayor shall be the key spokesperson on Council matters.
	Matters of policy yet to be adopted/enacted.
	Is key person for all public participation unless delegates otherwise.
Speaker	All comment relating to Council rules of order must come from the Speaker.
Executive Mayoral Committee MAYCO members	All aspects of Council policy and programmes in their portfolio.
	May be delegated spokesperson on an issue by the mayor.
Councillors	Comment on all activity in their ward except for matters that are policy still to be adopted/enacted.
Municipal Manager	Any area of the municipal administration – Key spokesperson on Municipal administrative matters and his/her performance agreements must include communication deliverables.
	Matters of policy yet to be adopted/enacted.
	Information around any legal processes the municipality might be engaged in.
	Any matter that relates to the running of municipality as a whole and is not specific to existing policy, programme or activity of a specific department.
	Designated official responsible for authorising and overseeing the distribution of communications materials, unless he/she delegates this authority to additional employees. Such delegation shall be done in writing with the delegated powers or responsibility listed in the letter.
	All Municipal communication and an advocate for communication.
	Appoint the Head of Communication (HoC) who will be responsible for ensuring that all other communication functions are adequately staffed. Ensure that the HoC has the adequate skills and knowledge for the post and provide oversight to the HoC function.
	Assist with the delivery of information to specific forums and the public when called upon to do so.
	All media enquiries unless delegated otherwise.
Directors and Senior Managers	Any area of business in their cluster.
	Maybe a delegated spokespersons on an issue by the Municipal Manager.
	On all aspects of their service areas on approval by the Municipal Manager.
	Queries from journalists are acknowledged and referred to Directorate for

COMMUNICATOR	MESSAGING CATEGORY
	a response. Communications may draft a preliminary response for Directorate input. The Directorate provides its response, which is then amended and placed on the Langeberg Municipality letterhead by the Communication Officer. The Communication Officer sends the response to the Manager: IDP, PMS & Communication for review. The Manager sends the reviewed response to the Director: Economic, Social, and Integrated Development Services for further review. The Director returns the reviewed response to the Manager. The Manager forwards the reviewed response to the Municipal Manager for final approval and signature. If approved and signed by the Municipal Manager, the response is sent to the media. If amendments are requested, they are made, and the document is resubmitted for approval.
Municipal Communication Department	Responsible for the coordination of media communication, media conferences and media statements. Queries from journalists will be referred by the communications officer to managers for comment/clarification/ information. Comment will be attributed to the director or municipal manager unless otherwise. Media enquiries are subject to the approval of the Municipal Manager unless indicated otherwise.
	Will act on instruction of the Municipal Manager and Director.
Frontline Staff	Credit Control, Receptionists, Switch Board and Call Centre Staff, are a vital component of the communication strategy. Staff are frequently asked questions and the municipality must make sure that they are trained, have the necessary information at hand and know how to handle queries and requests professionally.
Outside Workers	Staff are frequently approached by the public with questions or complaints, and the municipality must make sure that they are trained to escalate queries and requests to the relevant departments.

6. TARGET AUDIENCES

This strategy aims to reconcile the communication aims and objectives with the audiences, mediums and messages with which specific challenges are addressed. In general, the target audience for the Municipality is the entire population of the Langeberg Municipality. Many people have different concerns and experience challenges differently. Specific messages and communication methods must therefore be developed for different target audiences.

Communication with a specific target audience involves the following steps:

1. Identify and segment target audience
2. Suggest relevant content and messaging
3. Determine the appropriate communication channels for the intended audience.

For the purpose of this strategy, the following are identified as key target audiences:

INTERNAL	EXTERNAL
Municipal Staff: Municipal Manager Directors Managers Mentee Managers Supervisors Officers Clerks General Workers Elected Public Representatives: Executive Mayor Speaker Executive Mayoral Committee Portfolio Committees Municipal Council Ward Committees Community Development Workers	Community Members/Residents Ratepayers/Property Owners Voters Political Parties Community Based Organisations such as sporting bodies Youth Forums/Debating Societies Local Business Owners Focus Groups: Women, Children, Youth, Scholars, Students Disabled Senior Citizens Commercial Farmers Agri-workers Faith Based Organisations Academic Institutions Local, Regional. National Media and Media Organisations Visitors/Tourists Property Developers Investors Provincial and National Government District Municipality Government Communication Information Systems Law Enforcement Authorities SALGA Suppliers Contractors Labour Organisations Business-to-Business Structures Non-Governmental Organisations

INTERNAL	EXTERNAL
	State Owned Enterprises Forums

7. COMMUNICATION CHANNELS

The most appropriate communication channel must be identified to transmit a key message to the target audience and relevant platforms must be used for different target audiences. The communication channels that the Municipality will utilise include the following:

CATEGORY	INTERNAL	EXTERNAL
Direct Communication	• One-on-one Discussions • Staff meetings • Video Conferencing • Council meetings • Telephone Conversations • Workshops • Training sessions • Speeches • Presentations • Team building	• One-one-one appointments • Telephone Conversations • Council meetings • Ward Committee meetings • IDP & Budget Meetings • Stakeholder meetings • Imbizos • Road Shows • Power Point Presentations • Community/Public Events: Public Participation • Workshops • Training sessions • Customer Care Call Centre • Media Briefings • Thusong Service Centres
Print Media	• Internal Newsletters • Langeberg Express Newsletter • Memo's/ Circulars • Letters • Informal Notes • Salary Advice Slip • Pamphlets • Information Brochures • Staff Notice boards	• Langeberg Express Newsletter • Notice via Accounts • Individual Letters • Press Releases • Local Newspapers • Magazines • Pamphlets • Flyers • Posters • Municipal Accounts • News media • Advertisements • Knock and drops
Electronic	• Intranet • Emails • Website • In-house Videos	• E-mail • Bulk SMS • WhatsApp Groups • WhatsApp Channel • Internet/ Digital Media

CATEGORY	INTERNAL	EXTERNAL
	- Employee attitude surveys - Computer Screen Savers - Memory Cloud - Whatsapp Groups for: Council and Directors Emergency Team & Communication - Virtual Platforms	- Langeberg Municipality Official Website - I Participate Website/Ek Neem Deel Webwerf - E – Express newsletter - Radio - Television / Video's - Social Media: Facebook, Twitter, Instagram, LinkedIn, YouTube, TikTok - Google my Business - Business Directory Listings - Events Calendars - Video Clips - Front of house TV Screens - Mobile Applications - Zoom/Teams meetings - Facebook live stream or recorded videos
Outdoor		- Information signage - Law enforcement signs - Banners, flags and Gazebo - Loud Hailing Announcements
Forums	- Management Meetings - Staff Meetings	- Community Development Worker's Local Coordinating Forum - District Communication Forums - Communication Technical Forum - Public Participation & Communication Forum - Municipal Council Meetings - Ward Committee Meetings - Minister and Mayoral (Minmay) Forum - Minister and Mayoral Technical (Minmay Tech) Forum - Speaker's Forum - District Municipal Manager's Forum - Western Cape MM's Forum - District Coordinators Forum - Premier's Coordinators Forum - Local Labour Forum - Employment Equity Forum
Other		- Libraries Notice Boards - Traffic Office Notice Boards - Thusong Centre Notice Boards - Local Shop Notice Boards - Close Circuit Television

Digital Communication Management

The Municipality acknowledges the increasing importance of digital platforms in reaching diverse audiences efficiently and cost-effectively. The municipal website, social media platforms and digital communication tools shall be strategically managed to ensure timely, accurate and consistent messaging.

8. ANNUAL COMMUNICATION CAMPAIGN THEMES

Internal communication is essentially about empowering internal staff with information on the IDP, Council resolutions, policies, Ward Councillors and the role and function of Ward Committees, campaigns and events. It is also, about ensuring that all staff members understand the mandate, vision, mission, values and strategic plan of the Municipality, and each department's role in achieving these goals. Keeping internal staff informed, encourages them to become key ambassadors and messengers and it creates a positive culture in the workplace.

While internal stakeholders need to be well versed with the "business of the Municipality", external stakeholders require the same understanding on the role and plans of the Municipality, in accelerating service delivery.

Central to the immediate task of the Municipality is to ensure that residents know the services available to them and how to access them. As such, several annual campaigns should be scheduled and budgeted for, to ensure that these needs of residents are met.

Suggested annual campaigns:

CAMPAIGN	PURPOSE
1.GOVERNANCE & PUBLIC ACCOUNTABILITY	
<i>Understanding the three spheres of government (Localized Version)</i>	Clarify the distinct roles of National, Provincial and Langeberg Municipality in service delivery
<i>Know your municipality</i>	Explain directorates and their services (Infrastructure, Community Services, Corporate Services, Financial Services, LED, etc.). Communicate Vision, Mission, Values and Service Charter. Clarify how to log service requests via Customer Care. Promote municipal transparency and accountability.
<i>Know your councillor & ward committees</i>	Introduce Ward Councillors and Ward Committee Members per ward. Explain their oversight and community liaison roles. Publish ward meeting calendars. Educate residents on how to participate in ward-based planning (IDP & Budget processes).

CAMPAIGN	PURPOSE
Public Participation & I Participate” Campaign	Drive engagement on IDP, Budget and Annual Report. Simplify complex documents into digestible summaries. Promote ward-based planning sessions and Ward Development Plans. Increase participation from rural communities.
2.FINANCIAL SUSTAINABILITY & REVENUE PROTECTION	
Revenue & Budget Transparency Campaigns	Explain how municipal revenue funds service delivery. Share simplified Budget and Adjustment Budget breakdowns. Communicate monthly revenue and expenditure trends. (SC71 REPORTS) Educate residents on debt management and account updates.
Credit Control & Indigent Support	Indigent Subsidy Regulations. Communicate debt collection processes. Promote responsible payment culture. Protect municipal financial viability:-
Supply Chain & Procurement Transparency	How to register on the Supplier Database. Where to access tenders and quotations. Promote fair, transparent procurement. Support local SMMEs in compliance processes
3.BASIC SERVICE DELIVERY CAMPAIGNS	
Water Conservation & Dam Awareness	Communicate dam levels affecting Robertson and surrounding towns. Promote water-saving behaviour. Share water quality results. Communicate irrigation schedules and restrictions.
Electricity & Energy Safety	Tariff structure explanation. Illegal connections awareness. Grid-feed applications. Fault reporting procedures. Promote energy-saving practices
Waste, Cleaning & Illegal Dumping	Promote community clean-up campaigns. Clarify landfill site operations. Address illegal dumping hotspots. Encourage whistleblowing and community ownership. Promote recycling statistics and success stories.

CAMPAIGN	PURPOSE
Fire & Disaster Preparedness	Emergency contact numbers. Fire prevention in high-risk rural areas. Disaster safety protocols. Community safety assembly points. Reporting procedures during veld fires.
4.RURAL & SOCIAL DEVELOPMENT FOCUS	
Rural Development & Farm Community Support	Promote skills development initiatives. Communicate Adult Education opportunities. Share updates on agricultural support and vegetable garden initiatives. Promote Farm Worker of the Year Competition. Address reporting mechanisms for labour or service concerns.
Youth Development & Bursaries	Promote bursary support. Communicate sports and recreation activities. Share arts and culture initiatives (e.g., Steel Band). Encourage youth participation in structured programmes.
Social Development & Community Safety	Gender empowerment. Substance abuse awareness. HIV/Aids programmes. Social crime prevention partnerships
Early Childhood Development	Promote ECD registration. Inform about compliance requirements. Support rural ECD access.
5.LOCAL ECONOMIC DEVELOPMENT & TOURISM	
Local Economic Development (LED)	Promote Work Finder platform. Encourage SMME registration. Inform on funding opportunities. Promote informal trading permits. Communicate LED Strategy implementation progress.
Tourism & Events Promotion	Promote town-based tourism: Robertson, Ashton, Montagu, Bonnievale, McGregor. Communicate event hosting application processes. Promote tourism office services. Support local tourism growth.

CAMPAIGN	PURPOSE
6.SPATIAL PLANNING & HOUSING	
<i>Town Planning & Building Control</i>	Educate residents on building plan submission. Clarify zoning applications. Communicate SDF principles. Address illegal building processes. Explain property valuation cycles.
HOUSING ADMINISTRATION	Promote database updates. Clarify housing subsidy applications. Communicate new housing project progress. Address informal settlement management.
7.COMMUNITY FACILITIES & CUSTOMER CARE	
<i>Customer Care & Digital Access</i>	Promote 24/7 Call Centre. WhatsApp line usage. Bulk SMS registration. Reference number tracking system. Feedback surveys.
<i>Facilities Awareness Campaign</i>	Thusong Centre services. Libraries (rural & town). Community halls booking process. Parks & hiking trails. Swimming pools. Cemeteries. Sport facilities
8. PERFORMANCE & GOOD GOVERNANCE	
<i>Organisational Performance Management</i>	Communicate Performance Agreements per Directorate. Publish Annual Performance Report. Promote accountability culture.
<i>Audit Outcomes & Clean Governance</i>	Simplify annual audit findings. Promote financial governance transparency.

9. ACTION PLAN

To guide implementation of this Communication Strategy, the Communication Unit of Langeberg Municipality will develop an annual Action Plan for each respective year, subsequent to and in line with the budget allocation to the communication function.

The Action Plan will therefore set out communication initiatives for a year period and will be aligned to priorities identified in the Municipality's IDP for that respective period.

10. RESEARCH

Research, monitoring and evaluation is a critical component of communication, as it is used to:

- create awareness of issues arising in the public arena that need to be addressed or require a response.
- monitor and assess the communication activities of government and the impact that they have,
- improve and build on future communication campaigns, initiatives and activities.
- assess public information needs for government projects and programmes.

Research activities take on a variety of forms:

- Content research/environmental scanning must be done to inform communications campaigns.
- Public opinion research must be conducted to help the Municipality better understand and identify our stakeholders and citizens' needs, expectations and priorities. Research must be further used to:
 - a) measure the effectiveness of information and communication campaigns.
 - b) evaluate the success of marketing initiatives undertaken.
 - c) assess the public's response to proposals or changes that are to occur.
 - d) assess perceptions in respect of the effectiveness of policies and programmes that have been introduced.
 - e) determine preferred platforms to inform the public.

11. MONITORING AND EVALUATION

The Municipality understands the significance of monitoring its brand. The municipal image shall be, at all times, tracked across different services and news sites i.e. electronic, print, broadcast and social media respectively.

Tracking the brand of the municipality will help establish all conversations about the municipal organization and their content of topics. The municipality will be able to identify its biggest supporters and detractors. This knowledge will help the municipality to target its campaigns and keep its finger on all pieces of content posted

12. PROTOCOL OF THE COMMUNICATION STRATEGY

According to the manual, Guidelines for Municipal Communication, developed by the GCIS and the South African Local Government Association (SALGA), a communication strategy is an internal, strategic and operational document for a municipality. As such, it should not be widely published or released into the public domain. Rather, a brief synopsis, outlining the communication message and approach for the year ahead and emphasising some of the planned, key campaigns, should be drafted for public distribution.

13. REFERENCES AND ACKNOWLEDGEMENTS

This Communication Strategy has been formulated by the Langeberg Municipal Communication Unit, in collaboration with the Western Cape Local Government: Public Participation and Communication Unit and Government Communication Information Systems (GCIS).

Tabled during March 2026

Approved