

# **Draft Community Engagement Framework: Summary Document**

## **For public consultation**

21 October 2021



Greater Western Water's ambition is to involve community in the way we work to make better decisions together.

We have developed a draft Community Engagement Framework that explains what community engagement means to us, and how and when we will engage with our community.

### Why we engage

The work we do is essential to the way communities live, work and enjoy public spaces. We value what our communities want, and we want you to be part of the decisions we make to design and deliver the best possible services.

Community engagement benefits everyone. We engage to:

- understand what communities value most and build a stronger evidence base to inform our decisions
- increase transparency in decision-making processes
- promote mutual understanding and stronger relationships between our people and communities
- build trust and increase community confidence in our organisation
- share the ownership of opportunities and challenges that can benefit or impact local communities
- meet regulatory requirements
- support our people to advocate on behalf of community
- broaden community participation in democratic processes.

### Our engagement approach

Our approach to engagement is supported by a **definition** of what community engagement means to us, **principles** to guide the way we engage, and a clear **process** to follow when we plan, deliver and evaluate engagement.

Our approach is also guided by the International Association of Public Participation's (IAP2's) Core Values and Public Participation Spectrum. IAP2 is the peak international body for community and stakeholder engagement.

## Definition

At Greater Western Water we define community engagement as: *An ongoing partnership with our diverse community to plan and deliver our services.*

## Principles

When designing and delivering engagement, we are guided by these principles:

<b>Meaningful</b>	We are committed to providing our community with genuine opportunities to participate in decisions that affect them. We seek to engage early, broadly, deeply and often, and we will consider all views.
<b>Transparent</b>	We provide timely, comprehensive and easy-to-understand information to support engagement including the rationale behind the negotiable and non-negotiable aspects. We share the outcomes of engagement processes with our community.
<b>Inclusive</b>	We think of all community members when designing our communications and engagement activities. We provide information in easy-to-understand and accessible formats and provide support to those who need assistance to take part in our activities.
<b>Collaborative</b>	We strive to develop exceptional and strong relationships with the community and stakeholders to achieve the best outcomes for all.
<b>Integrity</b>	We are accountable for engaging early, protecting people's privacy and addressing concerns or questions along the way. We report on the engagement outcomes and share the impact of the community's input on the decision.
<b>Respect</b>	We acknowledge the expertise, perspective and needs of customers, community and stakeholders.

## Process

Our engagement process has six steps that we will follow when we design and deliver community engagement plans.



1. Agree purpose – What do we want to achieve? What can or cannot be influenced?
2. Understand community – Who is interested? How can we support everyone to participate?
3. Select tools – Select a range of accessible tools to collect meaningful feedback.
4. Write plan – Our plan, including our approach, timeframes, roles and responsibilities.
5. Analyse and report – Identify and note important themes, who participated, what we found, decisions we made and next steps. Report back to the community.
6. Evaluate – What worked well? What could be done differently? What did we learn? Implement these learnings into future engagement opportunities.