

Community and stakeholder engagement

1. Overview

1.1. At a glance

What

We provide the community with essential water and wastewater services. When we propose a new project or program, or will impact the community in some way, we consult with affected groups.

Community and stakeholder engagement:

- enables us to explain proposals
- gives customers the opportunity to share their local knowledge, issues and concerns about a project or program
- helps us understand community and stakeholder views. This enables us to include them in our decision making processes along with safety, environmental, financial/economic, technical and asset operation factors.

At the start of engagement activities, we advise the community and stakeholders:

- how we'll consider their views
- which aspects of a strategy or project they can influence.

1.2. Scope

Who

This policy covers the local community and stakeholders affected by a decision or project, or who have come together because of a shared concern or interest.

1.3. Objective

Why

This policy helps us develop effective working relationships with the community and stakeholders when we plan, design, construct and operate our assets.

2. Policy in detail

We will engage all potentially affected groups in a variety of ways. This includes engaging the broader community and stakeholders in developing plans and strategies before making key decisions about projects.

We're committed to:

- being open and honest
- providing accurate and timely information
- listening and responding to the opinions of community and stakeholder representatives
- providing feedback to the community and stakeholders on how their input was addressed in the decision making process
- honouring any commitments we make
- evaluating our performance in community and stakeholder engagement
- learning from past community and stakeholder engagement experiences and continuing to improve our performance.

3. Definitions

Term	Definition
Affected groups	This includes all relevant stakeholder groups and key government agencies.
Community engagement	A planned process of working with groups to address specific issues.
Engagement	The broad range of interactions between individuals and groups of people ranging from: • one-way communication or information delivery • consultation • involvement and collaboration in decision-making • empowered action where the community or group makes the decision.
Stakeholder	A person or group who has an investment, share or interest in something and can be affected by the outcome.