

# Community and Stakeholder Engagement Policy

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## Aim

We are committed to engaging with the Tasmanian community and key stakeholders in a professional, planned, and consistent way. We aim to establish goodwill, learn more about the needs of our communities and stakeholders and increase the mutual understanding of the issues and challenges we face when making decisions.

We aim to enhance our brand and reputation by building trust and respect in the community.

This policy applies to normal business activities or changes but does not cover incidents defined in, and managed through, the Incident and Emergency Management Plan or its associated procedures.

## Compliance Obligations

Relevant legislation and associated regulations include but are not limited to:

- *Environmental Management and Pollution Control Act 1994 (Tas)*
- *Public Health Act 1997 (Tas)*
- *Water and Sewerage Corporation Act 2012 (Tas)*
- *Water and Sewerage Industry Act 2008 (Tas)*
- *Water Management Act 1999 (Tas)*

## Definitions

**Community:** A group of people living in the same place or having a particular characteristic in common with reference to TasWater. Members of the public that are impacted by or have an interest in a TasWater issue or decision.

**Community engagement:** The activities and communications tools utilised to work with communities to build ongoing, permanent relationships for the purpose of applying a collective vision for the benefit of a community.

**Stakeholder:** Any person, group or organization who can place a claim on an organisation's attention, resource, or output, or is affected by that output. They have a stake in the organisation, something at risk and therefore something to lose or gain because of corporate activity.

**CS&CR Department:** Community, Stakeholder and Customer Relations, a department within TasWater's Customer and Corporate Relations Division.

## Policy

This policy applies to all TasWater employees and employees of the Capital Delivery Office, actively engaging with the community or stakeholders.

- The Community and Stakeholder Engagement Strategy sets TasWater's approach for engagement and consultation with our stakeholders.
- Community and stakeholder engagement will be guided by the International Association for Public Participation (IAP2) core values, where applicable.
- The type of engagement chosen will depend on the scope, risk, reputational impact, time/timing, public interest, and available resources. The choice to inform, consult, involve, collaborate, or empower should consider the degree of influence the community can or expects to have and TasWater's ability to meet any expectations.
- We are committed to:
  - providing accurate and timely information to communities and stakeholders,
  - understanding what matters to our communities and working with them to create mutually beneficial outcomes that improve trust and respect
  - establishing and maintaining long-term and mutually beneficial, relationships with key stakeholders, including the state government and owner councils,
  - developing detailed community engagement plans to identify key stakeholders, community groups, risks, opportunities, and mitigation strategies,
  - maintaining detailed records of community engagement in approved CRM software, and
  - honouring any commitments, we make.
- A representative group of key stakeholders will be surveyed annually, and these results will be used to seek opportunities for improvement and understand the key satisfaction drivers for stakeholders.
- Engagement on key capital projects may also be surveyed both at the commencement and at the conclusion of the project. Survey results will be used to seek opportunities for improvement.
- TasWater will allocate appropriate resources to plan, deliver and measure community and stakeholder engagement.

## Responsibilities

The General Manager Customer and Corporate Relations is accountable for the review and implementation of this policy.

## Associated Documents

- IEM-MAN04 Incident & Emergency Management Plan Part 4 – Stakeholder and Communications Support Plan
- TASGDLO8 Land Acquisition & Disposal Guideline
- TasWater CDO Community and Stakeholder Management Plan

- PDGPLA05 Community and Stakeholder Engagement Plan
- TasWater BAU Engagement Plan

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