

Community Engagement Policy

Aim

TasWater is committed to professionally engaging and communicating with communities who are impacted by our capital works program, infrastructure issues or changes in service or policy.

By engaging in a professional, planned and consistent way, TasWater establishes goodwill, learns more about our stakeholders' needs and increases community understanding of the issues and challenges we face when making decisions.

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.

Legislation

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

- *Water & Sewerage Industry Act 2008*
- *Public Health Act 1997*
- *Environmental Management and Pollution Control Act 1994*

Definitions

In this Policy:

Community	A group of people living in the same place or having a particular characteristic in common with reference to TasWater.
Stakeholders	Members of the community that are impacted by or have an interest in a TasWater issue or decision.
Community engagement	The activities and communications tools we utilise to work with communities to build ongoing, permanent relationships for the purpose of applying a collective vision for the benefit of a community.
IAP2	International Association of Public Participation (IAP2).
SCE	Stakeholder & Community Engagement, a team within TasWater's Communications, Marketing & Stakeholders Department.
Shareholder	Each of the Tasmanian councils that owns TasWater shares.

Policy

- (i) TasWater's Strategy & Stakeholders Division will prepare and review an annual Stakeholder Management Strategy which identifies TasWater's key stakeholders, assigns responsibility throughout the business for communications and outlines processes to ensure consistent and strategic communication with all stakeholders.
- (ii) A Framework for Community Engagement will be developed and used by TasWater to guide our approach for all capital projects and issues. The Framework will reference and consider the Tasmanian Government Framework for Community Engagement (December 2013) and the IAP2 Public Participation Spectrum which outlines best practice.
- (iii) An engagement plan will be prepared for relevant or significant projects and issues.
- (iv) When it is relevant to seek community input into TasWater's decision, we will seek input using professional research methodology and sampling.
- (v) Engagement with stakeholders and communities will be measured both at the conclusion of major engagement programs, or annually at a statewide level. Measurement will be used to seek opportunities for improvement and evaluate costs.
- (vi) TasWater will consider the views of impacted communities and associated stakeholders when making decisions.
- (vii) TasWater will allocate appropriate resources to plan, deliver and measure stakeholder and community engagement.

Responsibilities

The General Manager Strategy & Stakeholders is accountable for review and implementation of this policy and the Department Manager, Communications, Marketing & Stakeholders is responsible for ensuring this policy is honoured.

Associated Documents/ References

- TasWater Stakeholder Management Strategy 2015 (draft)
- Tasmanian Government Framework for Community Engagement
- TasWater Community Engagement Framework (in development)
- Incident & Emergency Management Plan
- Small Towns Water Supply Guideline
- Land Acquisition & Disposal Guideline (draft)

Approved by the Chief Executive Officer on 23 February 2015

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CEO