

## Community Engagement Policy

### Aim

We are committed to enhancing our brand and reputation by building our levels of trust and respect in the community.

Our community engagement will encompass all users of our services. This effectively means it will include the majority of the Tasmanian public.

By engaging in a professional, planned and consistent way, we will establish goodwill, learn more about our communities' needs and increase their understanding of the issues and challenges we face when making decisions.

TasWater aims to deliver best practice community engagement, using the International Association for Public Participation (IAP2) values and tools.

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:

*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

In this Policy:

<b>Community:</b>	A group of people living in the same place or having a particular characteristic in common with reference to TasWater and who are impacted by or have an interest in a TasWater issue or decision.
<b>Community engagement:</b>	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.
<b>IAP2:</b>	International Association of Public Participation.
<b>CE team:</b>	Community Engagement, a team within TasWater's Corporate and Community Relations Department.

### Policy

- The CE team will prepare and review an annual Community Engagement Strategy which encompasses our Vision, Customer Promises, values and behaviours and evidence gained through research. The strategy will provide direction for the Community Engagement Program and aim to embed best practice community engagement.
- We will use the Community Engagement Framework, based on the IAP2 Spectrum of Public Participation, to guide our approach for all engagement activities.

- The type of engagement chosen will depend on the scope, risk, reputational impact, time/timing, public interest and available resources.<sup>1</sup> 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 our communities
  - listening and responding to the opinions of community representatives
  - providing feedback to communities on how their input was addressed in TasWater's decision making processes and
  - honouring any commitments we make to communities.
- Engagement with communities will be surveyed both at the conclusion of major engagement programs, and annually at a statewide level. Survey results will be used to seek opportunities for improvement and evaluate costs.

TasWater will allocate appropriate resources to plan, deliver and measure community engagement.

## Responsibilities

The General Manager Corporate and Community Relations is accountable for review and implementation of this policy and the Manager, Community Engagement is responsible for ensuring this policy is honoured.

## Associated Documents

- Community Engagement Framework
- IEM-MAN04 Incident & Emergency Management Plan Part 4 – Stakeholder and Communications Support Plan
- TWQGD01 Small Towns Water Supply Guideline
- TASGD08 Land Acquisition & Disposal Guideline

*Approved by the Chief Executive Officer on 18 April 2019.*



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*Chief Executive Officer*

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<sup>1</sup> Refer to IAP2's Spectrum of Public Participation