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## Purpose

To articulate Western Water's Policy on Community Engagement

## Policy

Western Water's strategic intent is to (Engage) with the community on the provision of water services to enable regional economic growth and resilience in a climate changing environment".

Explicit in this intent is our continuous endeavour to engage with our community about our:

- customer relations services,
- water planning,
- water supply,
- recycled water,
- storm water
- sewerage services
- environmental impacts
- community participation and
- capital works program

so that we can maximise the benefits to the community.

Community engagement must be timely, inclusive, community focussed, interactive and deliberative, effective, our promises must be kept, have a process that is open, be fair and subject to evaluation and be flexible. We know our community is just as committed to our region as we are and we value their input and as appropriate, partnership on the work we undertake.

The key community engagement processes currently in place include the Board's Community Engagement Committee, the Community Engagement Reference Group and our broader Customer Advisory Network which includes online and face-to-face contact, project specific reference groups, market research, Mobile Information Kiosks and events, our website, LinkedIn, Twitter and our contact centre.

Our engagement work is based on the International Association of Public Participation – Public Participation Spectrum (IAP2). We are also committed to timely consultation that allows reflective discussion on our proposals, the provision of information that is easily understood, and is accessible in a range of formats to best suit our customer needs.

The related Community Engagement Framework provides more detail on implementation of this Policy.

## Related Policies and Documents

Community Engagement Framework

Terms of Reference – Community Engagement Reference Group

Customer Complaints Management procedure

Customer Service Charter

## Accountability for Implementation

General Manager, Customer and Community Relations

Managers

Project Managers