

# SOUTHERN REGION WASTE RESOURCE AUTHORITY (SRWRA)

## (PO-26) STAKE HOLDERS ENGAGEMENT POLICY

Date of 1st Adoption:	2 <sup>nd</sup> June 2008 – Report No.65/08
Related Procedure:	PROC09 Stakeholders Engagement Procedure
Next Review Date:	<b>August 2021</b>
Reviewed:	6 <sup>th</sup> August 2018 – Annual Review – Report No. 20/18 1 <sup>st</sup> August 2016 – Annual Review – Report 28/16 2 <sup>nd</sup> February 2015 – Annual Review – Report No. 04/15 8 <sup>th</sup> June 2012 (Annual Review) Executive Officer 6 <sup>th</sup> June 2011 (Annual Review) Report No. 44/11 25 <sup>th</sup> May 2010 (Annual Review) Executive Officer 1 <sup>st</sup> June 2009 (Annual Review) Report No.49/09

### POLICY STATEMENT

SRWRA is committed to involving the key stakeholders in the decision making process, which is critical to the successful development of acceptable policies and decisions. Stakeholder engagement is increasingly acknowledged as a valuable process, not only for ensuring stakeholders can participate in decisions that affect them at a level that meets their expectations, but also to strengthen and enhance the relationship between SRWRA and the key stakeholders.

### Levels of Engagement – Inform, Consult, Involve

SRWRA has identified and defined three various levels of stakeholder engagement:

<b>Inform</b>	One way communication providing balanced and objective information to assist understanding about something that is going to happen or has happened.
<b>Consult</b>	Two way communications designed to obtain public feedback about ideas on rationale, alternatives and proposals to inform decision making.
<b>Involve</b>	Participatory process designed to help identify issues and views to ensure that concerns and aspirations are understood and considered prior to decision making.

### INFORM

Choosing to inform means telling stakeholders:

*About a decision that has been made; and/or about something that is going to happen and how.*

### Used when

A decision has already been made or there is no opportunity for stakeholders to influence the final outcome.

### Objective

Provide stakeholders with appropriate information to assist them to understand the problems and/or solutions and how decisions were made.

### SRWRA will

Keep stakeholders informed.

### **Communication Techniques**

SRWRA will select the appropriate technique from:

- Letters or via email
- Web site ([www.srwra.com.au](http://www.srwra.com.au))
- Stakeholder meetings

### **CONSULT**

Choosing to consult means asking stakeholders:

*Have you any ideas to improve this?*

*Which option do you prefer?*

*What if we made this decision?*

#### **Used when**

- Final decisions are being shaped.
- Input is required on concept designs.
- Several options are available.
- Issues and concerns are unclear.

#### **Objectives**

- Obtain stakeholder feedback on available options.
- Provide stakeholders with opportunities to have a say on what they would prefer.
- Provide opportunities for stakeholders to comment on a proposal.

#### **SRWRA will**

- Listen and consider the stakeholder's views.
- Acknowledge and record concerns.
- Provide feedback on how input has influenced the decision.

### **Communication Techniques**

SRWRA will select the appropriate technique from:

- Letters or via email
- Stakeholder meetings
- Surveys
- Web site ([www.srwra.com.au](http://www.srwra.com.au))

### **INVOLVE**

Choosing to involve stakeholders means:

*We would like to involve you in the planning and implementation.*

*Tell us what you would like to see happen.*

*We need to ask you how you would like to proceed with this; and/or*

*What can you tell us...that we are not aware of...that we have not considered...  
that you think we do not understand?*

#### **Used when**

- A decision is pending and we need stakeholders to tell us if there is anything we should be aware of to assist decision making.
- There is likely to be a high level of stakeholder interest.

**Objective**

Work directly with stakeholders to ensure their issues and concerns are understood and considered.

**SRWRA will**

- Work with stakeholders throughout the process to ensure concerns, needs and issues are reflected in decision making.
- Let stakeholders know how their input has influenced the decision.

**Communication Techniques**

SRWRA will select the appropriate technique from:

- Workshop
- Stakeholder meetings
- Surveys
- Web site ([www.srwra.com.au](http://www.srwra.com.au))

**Other Relevant Policies/Procedures**

Stakeholder Engagement Procedure

***Policy Review***

*This policy will be reviewed every three years and at other times if any significant new information, legislative or organisational change warrants an amendment to this document.*