

Community Involvement Policy

Purpose

To articulate SA Water's commitment to engage and work collaboratively with communities and stakeholders.

Objectives

- To improve the likelihood of successful project, activity and program outcomes by gaining community/stakeholder support through sound communication and consultation that is responsive to issues and concerns.
- To assist SA Water in developing and maintaining positive and collaborative relationships with communities across South Australia.
- To ensure SA Water has an informed view of community and key stakeholder opinions, concerns and issues, thereby enabling SA Water to take account of these in project planning.
- To help grow community understanding of SA Water projects, operations and processes.
- To ensure timely, accurate and relevant information is made available to SA Water customers and the broader community on projects or activities that may impact on them, or on which they may have an impact.
- To manage community expectations with regard to SA Water capital works projects ensuring an understanding of other factors influencing key decisions.
- To manage reputation risk through the implementation of effective consultation and risk communication methodologies.
- To ensure community expectations are incorporated into the development of sustainable solutions for projects and initiatives.
- To develop project specific consultation strategies, where required, for capital works projects.

Policy principles

SA Water delivers vital water and wastewater services and projects for and on behalf of the people of South Australia.

We recognise the need to engage and communicate with our stakeholders in an open, meaningful, accurate and timely way.

The South Australian community is a legitimate stakeholder in SA Water projects and members of the community should be informed about projects that may impact on them or their environment and be given opportunity to influence project decisions, where appropriate.

In addition, it is essential that SA Water has an informed view of community and key stakeholder opinions, expectations, needs and wishes in order to make appropriate decisions. To achieve this, SA Water will:

- Actively engage our communities and key stakeholders, seeking their input early in planning and developing our projects, activities and programs.
- Ensure community involvement becomes an integral part of project planning and management.
- Involve the community and key stakeholders at various stages throughout project delivery and act quickly to resolve any issues that arise.
- Always communicate truthfully and appropriately with our customers, the broader South Australian community and key stakeholders being honest, frank and open so as to build trust and credibility.
- Be flexible in engaging the community to ensure its vast and varied needs can be met. This includes respecting cultural diversity and providing information for non-English speaking stakeholders as required.
- Ensure the project 'givens', the policy context and constraints and opportunities for community input to project decisions are understood by all.
- Document, monitor and review community involvement processes taking into account community responses.
- Ensure other Government and SA Water procedures and policies (as outlined below) are considered in the context of community involvement activities.

In cases where potential conflicts exist between the greater community good and the needs of a small number of individuals, and where it is not possible to meet all expectations, SA Water will communicate truthfully and in a timely way with those who are most likely to be negatively impacted.