

Community Engagement Framework

Community engagement refers to the many ways in which Wannon Water connects with communities in day-to-day interactions and in the development and implementation of policies, programs and services

Introduction

Community engagement at Wannon Water is defined as:

A genuine process of working with people to build capacity, strengthen relationships and inform decisions.

Our commitment

Wannon Water is committed to developing processes to encourage greater community participation and opportunities for engagement. High-quality community

engagement enables Wannon Water to make well-informed decisions at an operational and strategic level, achieve effective and transparent governance and is fundamental to healthy, connected and inclusive communities.

Our Community Engagement Framework (CEF)

This engagement approach is guided by a planned process of engagement that involves the community in the decisions that impact them. Engagement processes are designed and delivered using the seven principles of the CEF described below.



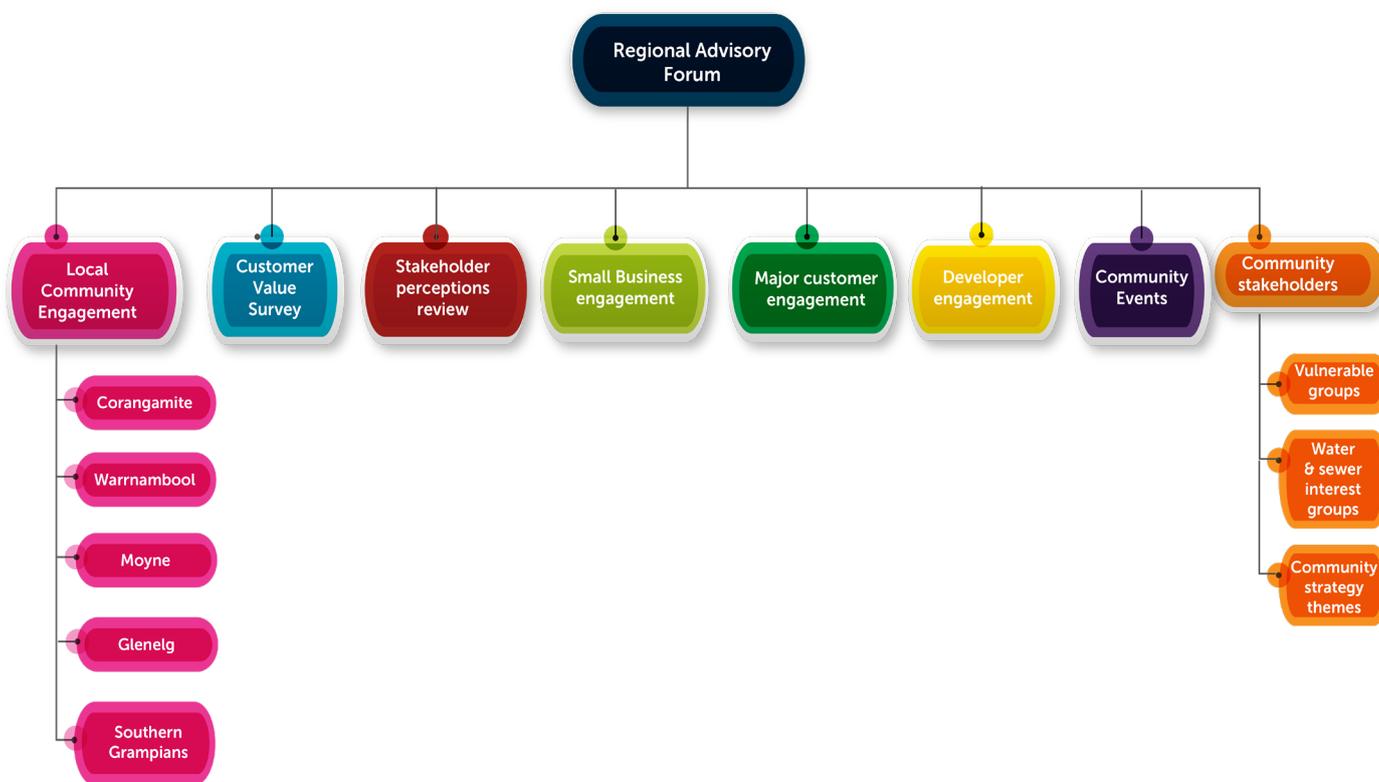
Community Engagement Framework



Wannon Water Engagement Cycle (WVEC)

The WVEC is an annual process that ensures customers, stakeholders and community members provide valuable input and advice to help inform Wannon Water's decision-making, quality improvement and the annual corporate plan. Importantly the WVEC aims to deliver upon the customer promise in our price submission to "be responsive and willing to adapt as customers' needs change".

Findings of each Engagement Cycle are presented to Wannon Water's Regional Advisory Forum, which provides feedback and ensures a variety of opinions from across the service region are represented.



The information we get back from our customers and stakeholders helps to shape Wannon Water's annual Corporate Plan. The Corporate Plan sets out the priorities for the year ahead, outlines the resources and risks involved and maps the path towards going beyond water for strong communities. The Corporate Plan is available on our website, or by request from Wannon Water.

Like to help?

Customer engagement is an ongoing initiative for Wannon Water.

If you would like to be involved, let us know. You can contact us via our dedicated engagement email waterandbeyond@wannonwater.com.au or call us on 1300 926 666.