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| Consultation plan template: [Insert title here] |
| Community and stakeholder engagement |
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| [Insert Month Year] |

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Month Year

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Consultation plan template

The Department of Water and Environmental Regulation has established guidelines for stakeholder consultation.

Please complete the following Assessment Template in order to build the information required for the consultation plan you are working on.

# Introduction

## Executive summary

Brief summary of the project, including what this consultation plan includes

## Background

Background to the project, including any previous consultation and other relevant precedents

## Consultation philosophy and principles

### DWER’s consultation philosophy

We actively seek to consult with the community, consider differing views and explain our findings in a consistent and transparent manner in order to sustainably manage and protect Western Australia’s water and environment.

### DWER’s principles for consultation

The Department of Water and Environmental Regulation (the department) has established the following five principles for stakeholder consultation.

These principles have been developed following a 2019 review of the department’s consultation methods and take into account extensive feedback from both department staff and external stakeholders.

Each of these principles align with current consultation and engagement best practice.

**Integrity**

*We incorporate suitable consultation strategies at the project planning stage, and clearly understand the intended purpose of the engagement.*

* We know why we need to consult and plan for this early in each and every project.
* We involve stakeholders from the start and make it clear when and how we will consult, what the purpose of the consultation is and what can and can’t be influenced in this process.
* We respond to stakeholders in a timely, respectful manner and appreciate differing viewpoints and beliefs.
* We respect our stakeholders’ expertise and enter into consultation with an open mind.

**Accessibility**

*We ensure relevant stakeholders have access to consultation opportunities and strive to reduce barriers to participation.*

* We strive to include stakeholders in consultation opportunities, no matter how remote their location or limited their availability.
* We communicate in a way that can be understood and appreciated by all stakeholders.
* We strive to ensure all relevant stakeholders are made aware of consultation opportunities in a timely manner and have ample opportunity to respond.
* We will provide stakeholders with the information they need to participate in a meaningful way.
* We will endeavour to provide a range of consultant and feedback options to meet different stakeholder needs.

**Transparency**

*We are open and honest about our engagement.*

* We will share the purpose of the consultation with stakeholders.
* We will make it clear how the stakeholder feedback and information will be used, where it may be published and how feedback will be communicated.
* We will disclose any information that may impact the outcomes of the consultation, including where existing decisions have been made.
* We request and expect stakeholders will also disclose any information that could impact the process (for example, where there are significant minority views within representative associations that differ from the association’s own view).

**Feedback**

*We will close the loop, analysing feedback objectively and providing stakeholders with updates on consultation outcomes in a timely manner.*

* We recognise and respect the time and effort stakeholders make in providing information and feedback.
* We will strive for objective and fair analysis of all feedback and information gathered during the engagement process.
* We will respond to stakeholder feedback as soon as practical and in clear, accessible language.

**Consistency**

*We do what we say we are going to do and work together as a team to undertake effective and consistent consultation.*

* We understand the importance of working closely with stakeholders, regardless of their views, in a way that is consistent across the department.
* We recognise our colleagues’ unique strengths, expertise and experience, and help one another to undertake effective engagement.
* We recognise that different projects will require different consultation and communication methods but that the fundamental principles of consultation do not change.

# Stakeholder identification

## Level of impact

Insert level of impact as identified in Step 1 – Assessment (in the *Overview*) of the consultation plan. If the level of impact is expected or likely to change during the course of the project, then include that information here.

Note: This is a working document so if the level of impact changes unexpectedly during the course of the project this plan can be updated as needed.

## Stakeholder summary

Insert an overview of the stakeholders identified in Step 2 – Resource and Design, including their level of participation.

The level of participation can be determined based on:

* The stakeholders’ level of interest
* The stakeholders’ level of influence
* The level of impact.

Within the Considerations’ column, note any barriers and factors that need to be taken into account, as identified in Step 2.4 – Resource and Design of the consultation plan.

Note: A full and detailed list of stakeholders is included in this plan as Appendix A. The below list is an overview only.

|  |  |  |  |
| --- | --- | --- | --- |
| Stakeholder category | Stakeholder group | Level of participation | Considerations |
| ie. Local government | Shire of xxx | Consult | Local government elections being held in October – mayor campaigning on environmental platform |
| ie. Community | Irrigators within xx region | Involve | Large contingent of English as a second language stakeholders – translation required. |
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# Risk assessment

## Project risk

Detail here any known and potential risk to the overarching project.

## Stakeholder risk

* + 1. **Non-negotiables**

Use the below table to highlight any potential risk to the project or consultation because of the non-negotiable factors, as identified in Step 1 – Assessment.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Non-negotiable factor | Stakeholders impacted | Level of participation | Level of impact (low, moderate, high, unsure) | Risk management strategy |
| ie. Location of waste facility | Residents of Smith Street | Consult | High | * Ensure it is clearly outlined in all communications to stakeholders that the location of the facility is non-negotiable, and provide the reasons why * Allocate additional resources to doorknock these residents * Create briefing papers for local MPs and councillors on the location of the facility |
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**3.2.3 Potential barriers to consultation**

Use the below table to list any barriers to consultation, the stakeholder group/s impacted and solutions to overcome the barriers

As per Step 2 – Resource and Design, the following questions will help to determine if a barrier exists:

* Geographical – is remoteness an issue?
* Technological – can people access the information?
* Language – does the information need to be translated?
* Cultural – are there traditional views/values we need to be cognisant of?
* Educational – can people understand the information?
* Priorities – will people struggle to find the time to participate because of competing priorities?
* Perceived relevance – do people understand/know this has an impact on them?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Barrier | Stakeholder group/s impacted | Level of participation | Barrier detail | Proposed solution |
| Geographic | e.g. residents of the Shire of xxx | Consult | Residents are located three hours’ drive from Karratha. | Engage and provide support to DWER Karratha regional office to undertake localised community meeting. |
| Technological | e.g. Kojonup community | Involve | Internet coverage can be intermittent. | Distribute surveys via direct mail to residents. |
| Language | e.g. Vegetable farmers in Waneroo | Inform | Vietnamese is main spoken language for 95% of this stakeholder group. | All material to be translated into Vietnamese. Pitch to media outlets targeted to Vietnamese community. |
| Cultural | e.g. Residents of Smith Street | Consult | Extensive Islamic population – consultation phase falls within Ramadan | Consult with leaders within the local Islamic community to determine best solution. |
| Educational | e.g. Waste and recycling sector | Involve | Heavy use of scientific terminology throughout discussion paper | Work with DWER Corporate Communications to simplify language; include a glossary suitable for audience. Consider one-on-one briefing with representative to ensure info can be understood. |
| Prioritisation | e.g. Conservation Council of WA | Collaborate | CCWA has limited resources. | Engage early to determine key steering group dates that fit with schedule. |
| Relevance | e.g. Greater Perth residents | Inform | Metropolitan residents do not believe they are impacted by groundwater. | Work with WaterCorp on groundwater awareness campaign. |

# Consultation strategy

## Consultation methods

The following methods have been identified as being appropriate as part of {insert project name here}:

Remove the irrelevant items, add detail on what the method will include – including. name of publication, relevant location, any additional considerations

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| --- | --- | --- |
| Level of participation | Consultation method | Details |
| Inform | Hard copy newsletters |  |
| E-newsletters |  |
| Direct mail |  |
| Social media posts |  |
| Website banners |  |
| Website copy |  |
| Brochures |  |
| Flyers |  |
| Posters |  |
| Signage |  |
| Advertising |  |
| Community noticeboards |  |
| Open house |  |
| Media coverage |  |
| Consult | Focus groups |  |
| Surveys – online and hard copy |  |
| Discussion papers |  |
| Community meetings |  |
| DWER organised meeting/ forum |  |
| Meetings with advisory groups/associations |  |
| Door knocking |  |
| Involve | Summits and workshops |  |
| Development of a new committee/group |  |
| Polling and surveys (including via social media) |  |
| Face-to-face meetings |  |
| Collaborate | Steering committees |  |
| Advisory groups |  |
| Working groups |  |
| Empower | Voting / ballots |  |
| Task force |  |
| Self-managed committee or group |  |

## Consultation strategy

*The below table outlines the chosen methods in relation to the stakeholders and project stages/timelines. This is the crux of the consultation plan, bringing together all components into one action plan. The strategy will vary in size depending on the extent of the project or issue, and the amount of consultation required.*

| Milestone | Approximate date | Aim | Stakeholder group | Consultation objective | Method |
| --- | --- | --- | --- | --- | --- |
| Pre-project | e.g. March 2020 | Ensure local member has access to accurate information from project outset | Member for Xxxxxxx | Brief on project, including potential impact on residents within her electorate | * Briefing paper * Face-to-face meeting |
| Start | May 2020 | Create interest and build awareness | Residents | Inform of project and consultation opportunities. | * Direct mail * Advertisement in local newspaper * Website * Social media posts * Posters for community noticeboards within township |
| Tier 1 stakeholders | Brief on opportunity to join advisory group. | * Direct email invite * Follow-up phone call if required |
| Member for Xxxxxxx | Update | * Email brief |
| Milestone 1 – Phase 1 community consultation | July 2020 | Capture current view on issue | Residents | Consult with the local residents on how the issue currently impacts them. | * Community meeting * Discussion paper * Online survey * Focus groups |
| Tier 1 stakeholders | * Discussion paper * Advisory group meeting |
| Milestone 2 |  |  |  |  |  |
| Milestone 3 |  |  |  |  |  |
| Feedback | by March 2021 | Ensure the loop is closed for all stakeholders | All | Respond to stakeholder contributions via Response to Submissions and Excluded Submissions | Alert via:   * Direct email/mail * Website * Social media * Newspaper advertisement |
| Completion & Review | by October 2021 | Ensure all stakeholders have access to final decision | All | Inform stakeholders of final decision and completed report/regulation/policy. | Alert via:   * Direct email/mail * Website * Social media * Newspaper advertisement |

## Consultation strategy

List the key messages for the consultation project here. These can be organised different subjects or stakeholder groups if needed.

.Appendices

## Appendix - stakeholder database

*This is the full list of stakeholders, separated by group or tier}.*

1. **Name of group (eg State Government)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Stakeholder | Contact | Level of influence | Area of interest | Level of engagement |
| eg Minister for Water | **Minister** 2 Havelock Street, West Perth minister.kelly@dpc.wa.gov.au | High | Water licensing | Inform |
| eg Tourism WA | **Ms Brown** Level 9, 2 Mill Street, Perth  08 9262 1700 | Medium | Tourism operators in impacted area | Consult |
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1. **Name of group**

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| --- | --- | --- | --- | --- |
| Stakeholder | Contact | Level of influence | Area of interest | Level of engagement |
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1. **Name of group**

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| --- | --- | --- | --- | --- |
| Stakeholder | Contact | Level of influence | Area of interest | Level of engagement |
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