## **Engaging Wannon Water**

Share your thoughts. Shape our future

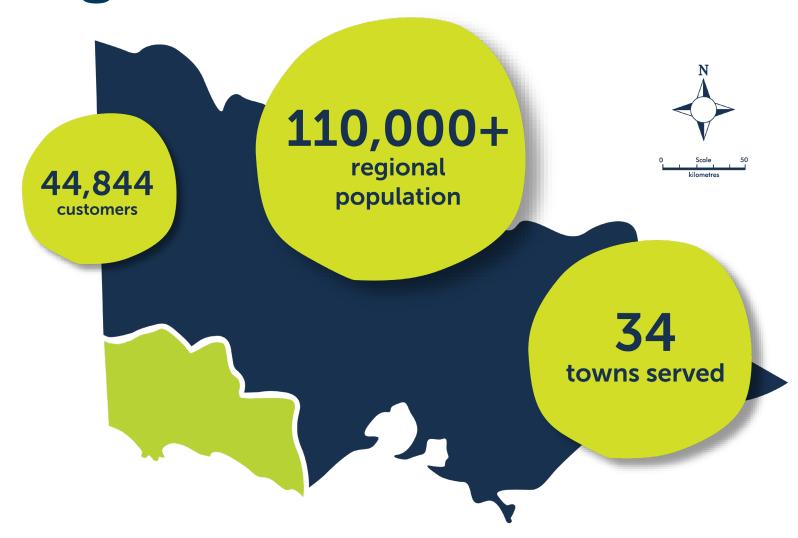
Kellie King - General Manager Community & Corporate Services

December 2023



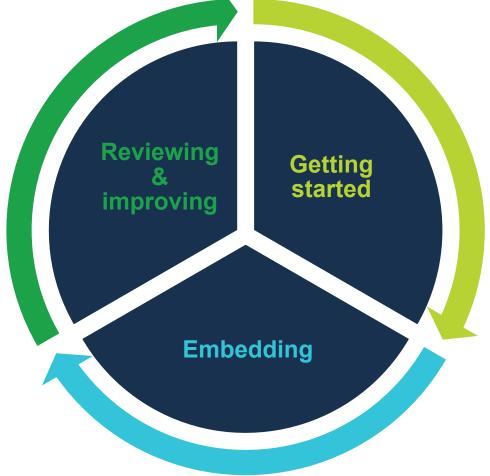


### Our region





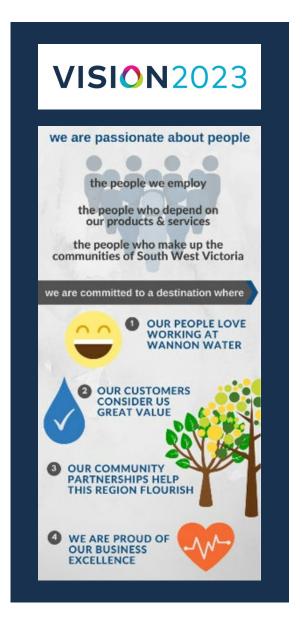
Become an engaging organisation





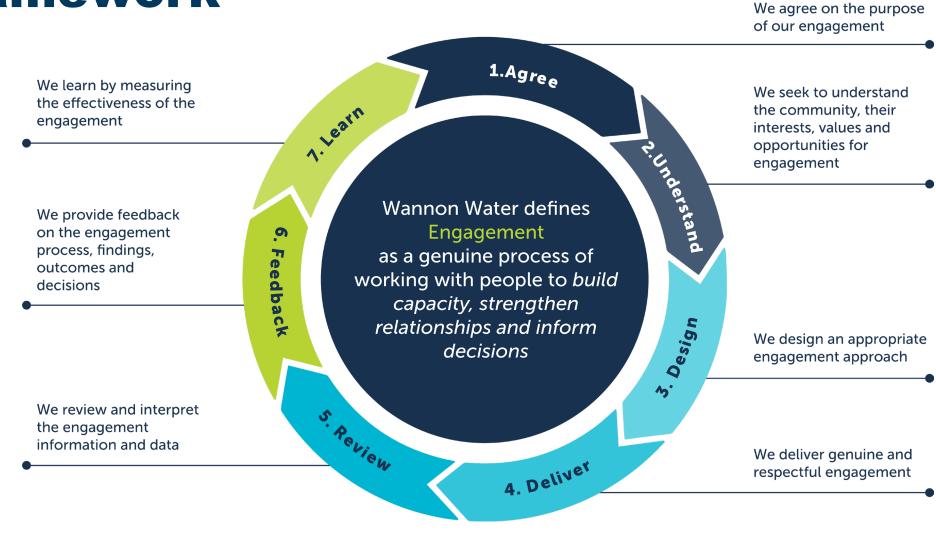
### **Getting started**

- New organisational context
  - Internal: new leadership
  - External: new expectations
- Enrolled people in engagement
  - Leveraged the new context
  - Learned through doing
- Regional Advisory Forum
- Community Engagement Framework and Toolkit





# **Community Engagement Framework**



### **Embedding**

- Employees:
  - Project Management Framework
- Board:
  - Stakeholder engagement planning
- Strategy and risk
  - Organisational strategy
  - Strategic risks
  - Annual and five-yearly engagement and planning cycles





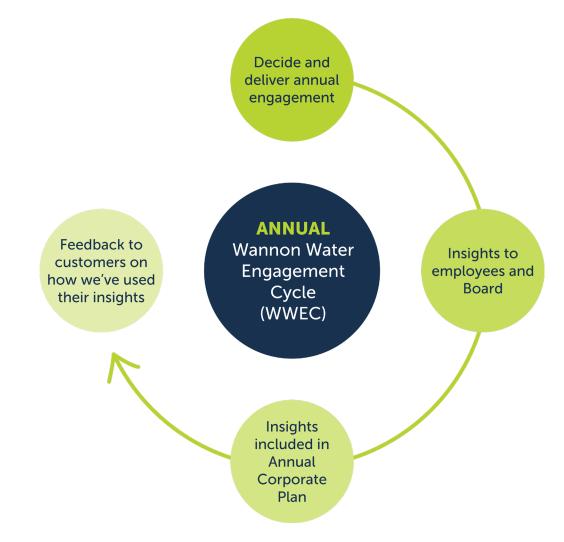
#### Risk:

Unable to anticipate or respond to changing community expectations

Key mitigation: Community engagement

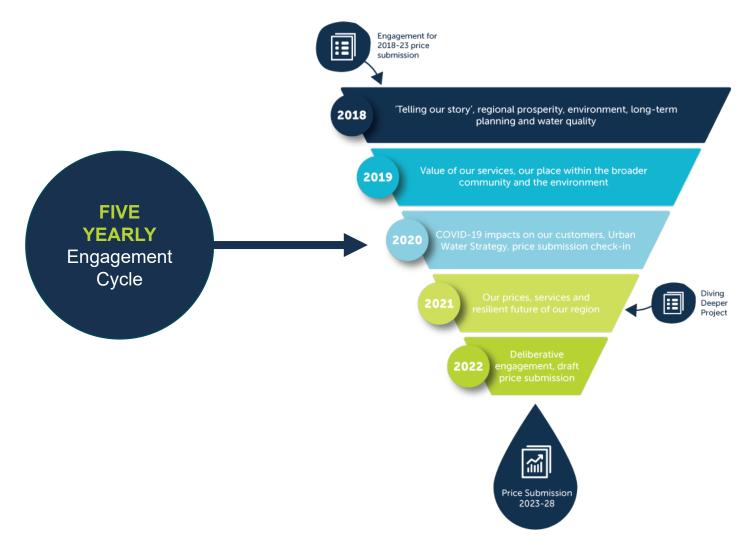


### **Engagement cycles**





### **Engagement cycles**





### Reviewing and improving

- Reviews and updates
  - Community Engagement Framework Review
  - Annual and five-yearly cycle review
  - Regional Advisory Forum for 2023-28
- Harness the strengths from COVID lessons
  - Wider suite of engagement tools
- Diversity and vulnerability
  - National Hardship Principles
  - ESC's Getting to Fair
  - Learning from community organisations in our region







#### **THRIVING**

South West Victoria

Find us on **(f)** in

thrivingsouthwest@gmail.com

#### Our commitment

People living in South West Victoria will have fair access to what they need to THRIVE.

#### Our purpose

We bring bold ambition, a desire for change, a willingness to partner across sectors and our resources to find innovative solutions to disadvantage in our region.

#### Our aims

The network exists to

- Reduce disadvantage.
- Collaborate for impact.

#### What we do

- Facilitate partnership and collaboration.
- Connect sectors and their resources.
- Break down silos to reduce duplication of effort and increase impact.
- Build the capacity of individuals, organisations and the community to collaborate to reduce disadvantage.

#### Our Values

EQUITY
COLLABORATION
INNOVATION
EVIDENCE-BASED ACTION
FLEXIBILITY
IMPACT

### Five take-aways

### **Engagement leadership**

Organisational culture

Leverage government and regulator expectations

Executive engagement expertise

### Community focus

We are our communities

Creating shared value

### Internal capability

Support learning through doing

Hear directly from customers

Formal training

### Strategy, risk and procedure

Organisational and key strategies

Strategic risk

Community Engagement Framework & Toolkit

> Project Management Framework

### **Distributed** resourcing

Distributed engagement responsibility

Internal engagement team support and coordination

Consultant support for strategic work, overflow & independence



