



Fact sheet for MWRRG's Community and stakeholder engagement guide

The guide has been developed to help the waste and resource recovery sector effectively engage and gain a social licence to operate with the community and interested stakeholders in their decision making processes.

The guide has three parts:

Part 1: Community and stakeholder guide:

establishes a high level approach for designing and delivering engagement.

Part 2: Process for developing a community and stakeholder engagement strategy:

10 steps to develop strategies and implementation plans, including a range of methods to consider.

Part 3: Engagement methods toolkit:

a reference guide of community and stakeholder engagement methods, describing how and when they can be used.

Ten steps in developing a robust engagement strategy:

1. Define project life cycle stage
2. Analyse the project context
3. Define the scope of the decisions required
4. Define engagement principles, purposes and objectives
5. Analyse stakeholders and relationships
6. Determine the level of engagement
7. Choose engagement and communication methods
8. Develop a risk management plan
9. Roles, resources and documentation
10. Monitor and evaluate

If you are:

- **just starting out:** go to the start to understand when to engage and why
- **a veteran:** go to the principles for engagement ([page 13](#)), strategies for the different project life cycles ([page 21](#)), or some of the tip sheets to identify alternative methods ([page 60](#))
- **refreshing your approach:** go to 10 steps for developing a strategy ([page 19](#)), or some of the tip sheets to identify alternative methods ([page 60](#))
- **looking to improve:** go to the tip sheets ([page 60](#))
- **wanting to support others:** go to develop or review your community engagement plan ([page 47](#))
- **looking to learn about different ways to engage the community:** go to engagement methods ([page 34](#))
- **being asked to do it:** go to developing strong engagement goals ([page 28](#))
- **having a hard time:** go to the tip sheets, specifically the challenges and opportunities section to identify potential objectives and strategies ([page 60](#))
- **trying to get internal staff engagement:** go to engagement methods ([page 34](#))
- **figuring out what the best approach could be:** go to the tip sheets, specifically the challenges and opportunities section to identify potential objectives and strategies ([page 60](#))
- **needing templates:** go to the toolkit ([page 44](#)).