

FACT SHEET FOR MWRRG'S COMMUNITY AND STAKEHOLDER ENGAGEMENT GUIDE

The Guide and accompanying Toolkit have been developed to help guide operators of waste and resource recovery facilities to engage effectively and authentically with the community and interested stakeholders in their decision-making processes.

THE GUIDE CONTAINS THREE PARTS:

- 1. Community and Stakeholder Guide:** establishes a high-level approach for designing and delivering engagement.
- 2. Process for Developing a Community and Stakeholder Engagement Strategy:** ten steps to develop strategies and implementation plans, including a range of methods to consider.
- 3. Engagement Methods Toolkit:** a reference guide of community and stakeholder engagement methods, describing how and when they can be used.

IF YOU ARE:

Just starting out: jump to the start to understand when to engage and why

A veteran: jump to the principles for engagement, strategies for the different project life cycles, or some of the tip sheets to identify alternative methods

Refreshing your approach: jump to ten steps for developing a strategy, or some of the tip sheets to identify alternative methods

Looking to improve: jump to the tip sheets

Wanting to support others: jump to develop or review your community engagement plan

Looking to learn about different ways to engage the community: jump to engagement methods

Being asked to do it: jump to developing strong engagement goals

Having a hard time: jump to the tip sheets, specifically the challenges and opportunities section to identify potential objectives and strategies

Trying to get internal staff engagement: jump to engagement methods

Figuring out what the best approach could be: jump to the tip sheets, specifically the challenges and opportunities section to identify potential objectives and strategies

Needing templates: jump to the toolkit

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