

Fact Sheet

Customer funded community engagement

Community engagement is an integral component of any project likely to have an impact on the community. We work closely with local communities and stakeholders to understand local issues and to reduce the impact of our projects.

If you have requested work by Western Power you may be required to demonstrate that you have undertaken community engagement for your project.

❖ **What is community engagement?**

Community engagement is a planned process, working with identified groups of people to address issues affecting them. It is based on the fundamental belief that those who are affected by a decision have a right to be involved in the decision-making process.

❖ **Why is community engagement required?**

Adequate engagement ensures that Western Power decisions are understood and supported by the community and that the community are aware of the impacts they may experience before the project begins. This can reduce the risk of community opposition impacting the project timeline and cost.

❖ **When should I start engaging the community?**

You should start your engagement as soon as possible. The most successful projects use community input and feedback to help define and scope a project before the design begins, avoiding the need to re-design the project at later stages due to community opposition.

❖ **What do I need to engage about?**

You should engage on all aspects of your project. Talk to your stakeholders and seek their feedback on the location of assets (poles, substations, pillars etc), the visual amenity of the asset (colour and size) and construction impacts such as land clearing, trenching, noise, dust and vibration.

❖ **Where do I start?**

Start by developing a community engagement plan. A basic plan should include the following information:

- What: Determine the impacts of your project
- Who: Identify your stakeholders and impacted community members
- How: Decide your methods for engaging (face to face meetings, letters etc)
- When: Develop a timeline for engagement

When considering your project request Western Power will assess the appropriate level of community engagement. Before proceeding with work a Western Power representative will discuss the community engagement requirements with you.

If you have any queries please contact communityenquiries@westernpower.com.au