

BUILDING BETTER COMMUNITIES – TOGETHER

At DevelopmentWA, the community is at the heart of everything we do.

We are committed to engaging with stakeholders and the community in co-creating communities across Western Australia. We understand that early community involvement at the planning stage of any new development is critical to its ultimate success.

By listening to the community, we gain a better understanding of community perspectives and values and are better able to manage expectations and identify potential community benefits.

STAKEHOLDER ENGAGEMENT GOVERNANCE

To ensure we provide effective and appropriate stakeholder engagement, our staff are governed by the following five principles:

1. **GENUINE:** We proactively engage before critical development decisions are made.
2. **INCLUSIVE:** We seek the voice of the community by listening to as many people as possible.
3. **RESPONSIVE:** We do what we say we are going to do.
4. **RESPECT:** We recognise the places we work in have a history and a community with strong connections to the place they live and work in.
5. **IMPROVE:** We know there is always more to learn and ways we can improve.

BUILDING COMMUNITIES TOGETHER

DevelopmentWA is committed to being accessible and responsive to all stakeholders and community members who engage with the agency in decision-making processes or who approach the agency for assistance, to provide feedback, make enquiries or raise concerns.

We always aim to provide communications in a timely manner and are committed to engaging with our stakeholders in a fair, equitable and transparent way.

In order for us to achieve this, we ask that our stakeholders engage with our staff respectfully and reasonably. We appreciate that most stakeholders, including those with complaints, act reasonably and responsibly in their interactions with us, even if they experiencing high levels of distress.

However, DevelopmentWA is unable to allow our staff to be subjected to unacceptable behaviour, including abuse, harassment or unreasonable demands.

MAINTAINING RESPECTFUL COMMUNICATION

In extreme cases which significantly affect the wellbeing of our staff, or restrict our staff in carrying out their duties, DevelopmentWA may limit communications with those exhibiting unreasonable behaviours by taking one or more of the following actions:

- Only taking calls at specific times on specific days;
- Requiring the stakeholder to make an appointment to meet with staff;
- Limiting all responses to writing;
- Directing all contact to the DevelopmentWA Community Relations team;

The decision to restrict, withhold or withdraw contact will only be made by a DevelopmentWA Executive General Manager.

By engaging positively, respectfully and professionally with one another, we can all work together to create innovative and vibrant communities across Western Australia.