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|  |
| Consultation review template:[Insert title here] |
| Community and stakeholder engagement |
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|  |
| [Insert Month Year] |

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Month Year

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Consultation review template

The Department of Water and Environmental Regulation has established guidelines for stakeholder consultation.

Please complete the following template in order to build the information required for the consultation plan you are working on.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Title | Version | Date | Reviewer | Approved by |
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# Introduction

## Overview

Background to the project and the consultation

## Purpose

The purpose of this document is to provide a review of the consultation for insert project name here.

As well as providing a review of the planned consultation and how it was executed, this document allows for commentary and feedback from the Department of Water and Environmental Regulation project team on what was successful, what could have been done differently and advice for future projects.

This information provided within this review is designed to be used by department staff in order to implement effective consultation strategies in the future.

# Consultation focus

Goal

The goal of this consultation was to insert goal as outlined in the original plan.

This goal was met, as evidenced by

* insert evidence
* insert evidence
* insert evidence

This goal was not met due to the following factors:

* insert factor
* insert factor
* insert factor

Objectives

The objectives of this consultation were:

* insert objectives
* insert objectives
* insert objectives

The following objectives were met, as evidenced by the following information:

|  |  |
| --- | --- |
| Objective | Evidence |
|  |  |
|  |  |
|  |  |
|  |  |

The following objectives were not met, as evidenced by the following factors

|  |  |
| --- | --- |
| Objective | Factor |
|  |  |
|  |  |
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Consultation parameters

The following consultation parameters were identified during the consultation plan:

**Geographic**

As per consultation plan

**Legislative**

As per consultation plan

**Timeframes**

As per consultation plan

**Non-negotiable factors**

As per consultation plan

|  |  |
| --- | --- |
| Non-negotiable factors | Why is this non-negotiable? |
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The following parameters were added / identified throughout the course of the project:

**Geographic**

**Legislative**

**Timeframes**

**Non-negotiable factors**

|  |  |
| --- | --- |
| Non-negotiable factors | Why did this become non-negotiable? |
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The following parameters were not identified during the project, but with hindsight have become apparent:

|  |  |  |  |
| --- | --- | --- | --- |
| Theme | Detail | Why was this overlooked? | Lesson/s and advice |
| Geographic |  |  |  |
| Legislative |  |  |  |
| Timeframes |  |  |  |
| Non-negotiable factor |  |  |  |

# Stakeholders

Level of impact

During the course of the project the level of impact was:

Insert details on the level of impact – if it changed during the course of the project then include this information and the times/milestones when it changed.

Stakeholder summary

The following stakeholder groups were identified during the consultation plan:

Insert list from the consultation plan

|  |  |  |  |
| --- | --- | --- | --- |
| Stakeholder category | Stakeholder group | Level of participation | Considerations |
| e.g. Local Government | Shire of xxx | Consult | Local government elections being held in October – mayor campaigning on environmental platform |
| e.g Community | Irrigators within xx region | Involve | Large contingent of English as a second language stakeholders – translation required. |
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The following stakeholder groups were identified during the course of the project:

|  |  |  |  |
| --- | --- | --- | --- |
| Stakeholder category | Stakeholder group | Level of participation | Considerations |
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The following stakeholder groups were not identified during the project, but with hindsight have become apparent as being relevant

|  |  |  |
| --- | --- | --- |
| Stakeholder group | Why were they overlooked? | Lesson/s and advice |
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Risk assessment

### Known and emerged risk

Detail here any risk that was known at its outset, and the risk that evolved or emerged during the project life cycle. This includes risk to the project, stakeholder risk and risk/barriers to effective communication with stakeholders.

**Risks identified at project outset**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Risk / barrier | Imapcted stakeholder/s | Risk management strategy | Effectiveness | Lesson/s |
| *e.g. Location of waste facility was a non-negotiable* | *Residents of Smith Street* | * *Ensure it is clearly outlined in all communications to stakeholders that the location of the facility is non-negotiable, and provide the reasons why*
* *Allocate additional resources to doorknock these residents*
* *Create briefing papers for local MPs and councillors on the location of the facility*
 | *Effective – 85% of residents understood why the facility had to be in that location* | *Door knocking was highly effective for this stakeholder group.**Councillor briefing document meant local govt representatives could also share correct messaging, lessening the load on DWER staff.* |
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**Risks that emerged during project**

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| --- | --- | --- | --- |
| Risk / barrier | Risk management strategy | Effectiveness | Lesson/s |
|  |  |  |  |
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Consultation strategy

Consultation methods

The following methods were undertaken as part of this consultation:

Remove any from the below that were not used. Include in this list any additional methods that were added throughout the course of the project

|  |  |
| --- | --- |
| Level of participation | Consultation method |
| Inform | Hard copy newsletters |
| E-newsletters |
| Direct mail |
| Social media posts |
| Website banners  |
| Website copy |
| Brochures |
| Flyers |
| Posters |
| Signage |
| Advertising |
| Community noticeboards |
| Open house |
| Media coverage |
| Consult | Focus groups |
| Surveys – online and hard copy |
| Discussion papers |
| Community meetings |
| DWER organised meeting / forum |
| Meetings with advisory groups/associations |
| Door knocking |
| Involve | Summits and workshops |
| Development of a new committee/group |
| Polling and surveys (inc. via social media) |
| Face to face meetings |
| Collaborate | Steering committees |
| Advisory groups |
| Working groups |
| Empower | Voting / ballots |
| Task force |
| Self-managed committee or group |

During the project, the following problems were identified with consultation methods:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Consultation method | Issue/problem | Proposed solution | Effectiveness of solution | Notes/advice |
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Consultation Strategy

The following table outlines all consultation that took place as part of this project, rating it on a scale of 1 (ineffective) to 10 (highly effective):

Use information from consultation plan, and add in any additional consultation that was undertaken following mid-project reviews.

| Milestone | Date | Stakeholder group | Consultation objective | Method | Effectiveness(1-10) |
| --- | --- | --- | --- | --- | --- |
| Pre-project | *ie. March 2020* | *Member for xx* | *Brief on project, inc. potential impact on residents within her electorate* | * *Briefing paper*
* *Face to face meeting*
 | *9* |
| Start | *May 2020* | *Residents* | *Inform of project and consultation opportunities.* | * *Direct mail*
* *Advertisement in local newspaper*
* *Website*
* *Social media posts*
* *Posters for community noticeboards within township*
 | *8**4**6**9**9* |
| *Tier 1 stakeholders* | *Brief on opportunity to join advisory group.* | * *Direct email invite*
* *Follow up phone call if required*
 | *5**9* |
| *Member for xx* | *Update*  | * *Email brief*
 | *9* |
| Milestone 1 – Phase 1 community consultation | *July 2020* | *Residents* | *Consult with the local residents on how the issue currently impacts them.* | * *Community meeting*
* *Discussion paper*
* *Online survey*
* *Focus groups*
 | *6**8**3**9* |
| *Tier 1 stakeholders* | * *Discussion paper*
* *Advisory group meeting*
 |  |
| Milestone 2  |  |  |  |  |  |
| Milestone 3 |  |  |  |  |  |
| Feedback | *by March 2021* | *All* | *Respond to stakeholder contributions via Response to Submissions and Excluded Submissions* | *Alert via:** *Direct e-mail/mail*
* *Website*
* *Social media*
* *Newspaper advertisement*
 |  |
| Completion & Review | *by October 2021* | *All* | *Inform stakeholders of final decision and completed report/regulation/policy.* | *Alert via:** *Direct email/mail*
* *Website*
* *Social media*
* *Newspaper advertisement*
 |  |

Please list any additional feedback and advice on the successful and unsuccessful components of the consultation here: