



Central  
Tablelands  
Water

Community  
Engagement  
Strategy  
2025-26

## Table of Contents

<b>Background</b> .....	2
<b>Introduction</b> .....	2
<b>Council's Vision</b> .....	2
<b>Council's Values</b> .....	2
<b>Council Profile</b> .....	2
<b>Our Community</b> .....	3
<b>Our Network</b> .....	3
<b>CTW Infrastructure</b> .....	4
<b>Purpose</b> .....	4
<b>Strategy Aim</b> .....	4
<b>Engagement Strategy and Approach</b> .....	5
<b>Key Actions</b> .....	<u>76</u>
Customer Satisfaction Survey .....	<u>76</u>
School Partnership .....	7
Drinking Water Refill Stations.....	7
Community Events .....	7
Social Media.....	7
Customer Newsletter.....	7
<b>Evaluating Engagement Methods</b> .....	7
<b>Reporting</b> .....	8



## Background

Central Tablelands Water (CTW) must prepare and implement a Community Engagement Strategy based on social justice principles for engagement with the local community and describes Council's ongoing commitment to community engagement and participation in the functions Council performs. The Community Engagement Strategy provides a framework for participation methods and engagement principles which are specific to our region.

## Introduction

Community engagement in a Local Government context describes the ways in which Council will inform, consult, involve, collaborate and empower the community. Our community includes customers, residents, service providers, business owners, employees and visitors. From simple information sharing and the promotion of activities and events to encouraging debate on local issues and planning for the future; it is the way in which we continually build upon and strengthen the ties between Council and the community in order to achieve positive outcomes for CTW.

Community engagement is not a substitute for decision making - it is part of the democratic process which informs the community of Council's decision making and vice versa.

## Council's Vision

An independent water authority providing a quality water supply – reliably and sustainably.

## Council's Values

- ❖ Customers
- ❖ Independence, sustainability, efficiency and innovation
- ❖ Skilled and capable workforce in delivering an essential service
- ❖ Role as a regional collaborative partner and leader

## Council Profile

CTW is a constituency of three local government areas, namely, Blayney Shire, Cabonne Shire and Weddin Shire. The Council comprises two delegates each elected by their constituent council for a four-year term. CTW employs [22-25](#) staff members.



## Our Community

CTW delivers safe and reliable drinking water to a community of more than 15,000 consumers across 14 towns and villages covering over 8,000 square kilometres of Blayney Shire Council, Cabonne Shire Council and Weddin Shire Council, including rural connections in the Cowra local government area.

### Blayney Shire Council

Blayney  
Carcoar  
Lyndhurst  
Mandurama  
Millthorpe

### Cabonne Shire Council

Canowindra  
Cargo  
Cudal  
Eugowra  
Manildra  
Moorbel

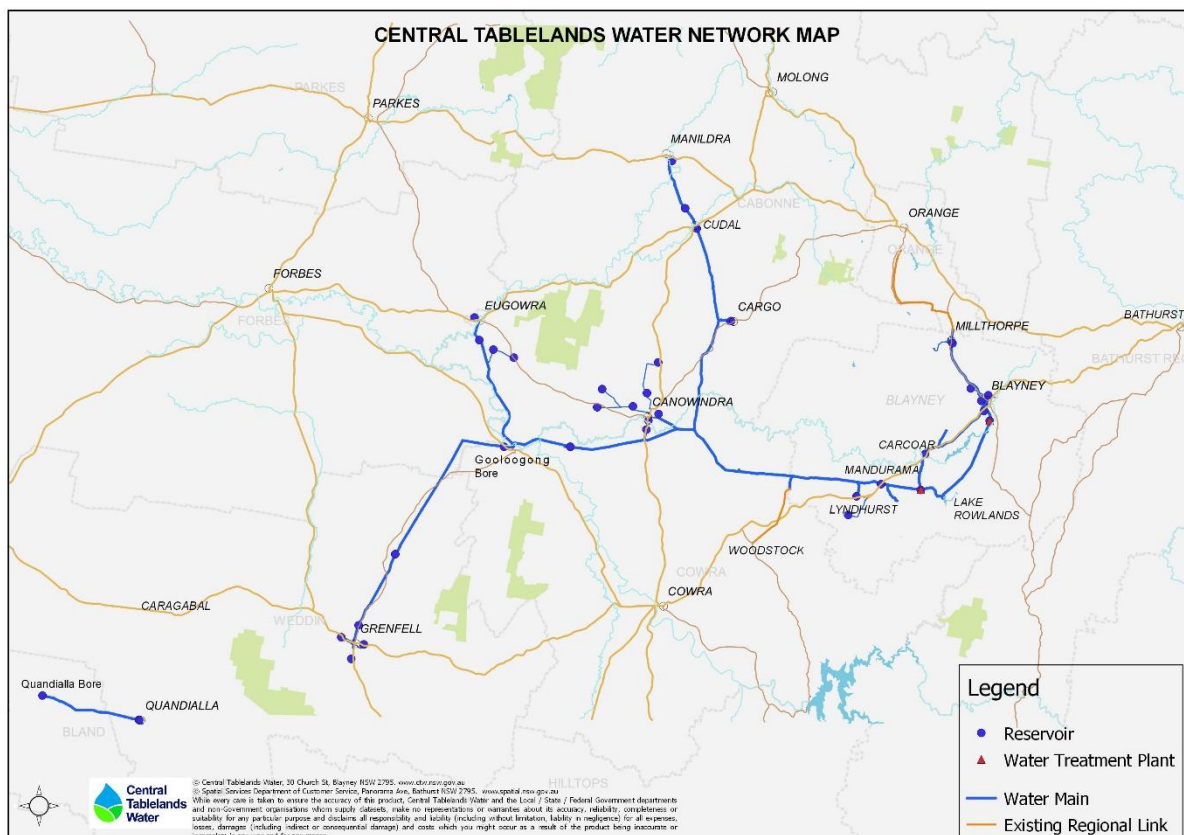
### Weddin Shire Council

Grenfell  
Quandialla

### Cowra Shire Council

Gooloogong

## Our Network



## CTW Infrastructure

- ❖ 2 Water Filtration Plants (Carcoar & Blayney) total capacity 15ML/day
- ❖ 45 Reservoirs (29ML)
- ❖ 27 Pump Stations (26ML)
- ❖ 7 Bores (7ML/day)
- ❖ 1 Dam/Lake (4,500ML)
- ❖ Trunk Mains 306kms
- ❖ Reticulation Mains 267kms
- ❖ 3 Depots (Blayney, Canowindra & Grenfell)

## Purpose

This Strategy will be used by Council officers when determining specific engagement activities, planning for these activities and evaluating their effectiveness. This Strategy is also applicable to our Councillors who as elected representatives of the community play an important role in communicating community aspirations and maintaining the information flow on a range of diverse and complex issues. This Strategy does not prescribe any specific model for engagement. This is because our community engagement activities vary in urgency and priority, resource allocation and objectives. It also acknowledges that Council must adhere to certain legislative requirements and Acts of Parliament which stipulate how and when engagement should occur, this includes requirements under the Local Government Act and Regulations. At all times these requirements must be fulfilled first and foremost. The emphasis of this Strategy however is not about detailing our legislative obligations but upon encouraging a culture of good engagement across the organisation.

## Strategy Aim

During the development of our first Community Engagement Strategy, keep in mind that community and customers are our most important asset. In moving from a transactional relationship with our customers, the aim of this strategy is to bring a stronger engagement focus to our interactions with community, through a range of different ways including social media, events, education and branding.



## Engagement Strategy and Approach

CTW's Community Engagement Strategy for [2021-2022/2025/26](#) identifies the opportunities, partnerships tools, channels, actions and other relevant ways to achieve these key objectives:

- ❖ Increase customer and community awareness about CTW's services, activities, projects and programs.
- ❖ Improve CTW's understanding of its customers' needs, priorities and experiences.
- ❖ Educate customers and local communities about the region's drinking water supply and water cycle, water efficiency and sustainability, and the benefits of choosing tap water.
- ❖ Improve the involvement of key, relevant stakeholders in CTW's decision-making.
- ❖ Proactively inform CTW's customers, local communities and other relevant stakeholders about its actions, projects and programs to ensure any issues are mitigated as early as possible.

There are five recognised levels of an engagement strategy, as outlined in the International Association of Public Participation's (IAP2)\* Public Participation Spectrum. The five strategies are INFORM, CONSULT, INVOLVE, COLLABORATE and EMPOWER.

In line with the community participation objectives defined by the legislation, we encourage open, inclusive, easy, safe, relevant, timely and meaningful opportunities for community participation in our planning functions.

	Inform	Consult	Involve	Collaborate	Empower
Public participation goal	To provide the public with balanced and objective information to help them understand a problem, alternatives, opportunities and/or solutions, where appropriate.	To obtain public feedback on alternatives and/or decisions, where appropriate.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered	To work in collaboration with the public during the decision making process including the development of alternatives and identification of a preferred solution, where appropriate.	To consider public feedback in the decision making process, where appropriate.



Council's promise to the public	Keep the public informed	Listen and acknowledge concerns and aspirations, and provide feedback on how public input has influenced the decision. CTW will seek community feedback on drafts and proposals, where appropriate.	Work with the public to ensure that concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision, where appropriate.	Work together with the public to formulate solutions and incorporate the community's advice and recommendations into the decisions to the maximum extent possible.	Consider implementation of public feedback, where appropriate.
How CTW will communicate	<ul style="list-style-type: none"> <li>• Councils website,</li> <li>• mail-outs,</li> <li>• social media,</li> <li>• emails,</li> <li>• newsletters,</li> <li>• on-site meetings,</li> <li>• public notices,</li> <li>• information sessions, forums; and</li> <li>• print media, where appropriate</li> </ul>	<ul style="list-style-type: none"> <li>• Public comment and submissions,</li> <li>• Focus groups</li> <li>• Surveys, including online surveys</li> <li>• Public meetings</li> <li>• Feedback forms</li> <li>• Interviews • Feedback and suggestion boxes</li> <li>• Partner with service providers and community groups, where appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>• Community briefing sessions and workshops,</li> <li>• Forums</li> <li>• Use of social media,</li> <li>• Open public meetings, community members and other relevant stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>• Public meetings and exhibitions, feedback sessions and workshops.</li> </ul>	<ul style="list-style-type: none"> <li>• Updates to websites, publication of submissions, exhibition of draft Council policies, and Council reports.</li> </ul>



## Key Actions

### Customer Satisfaction Survey

In accordance with CTW's Delivery Program, CTW will undertake a formal independent customer satisfaction survey of randomly selected customers it supplies water to in the local government areas of Blayney, Cabonne and Weddin.

### School Partnership

- ❖ ~~CTW representatives will visit schools within the CTW supply area each year to deliver educational sessions about drinking water production cycle.~~
- ❖ ~~CTW staff will plan excursions/tours of the WTP's for schools in the CTW supply area.~~
- ❖ ~~CTW will develop and share water related educational resources that can be downloaded from its website.~~

### Drinking Water Refill Stations

CTW will continue to partner with its constituent councils in providing drinking water refill stations to those communities that CTW services.

### Community Events

CTW will host an annual event during National Water Week within the CTW supply area.

### Social Media

CTW will continue to utilise social media via its Facebook page to communicate and engage with the public.

### Customer Newsletter

CTW will continue to produce a customer newsletter every quarter to be distributed with its water accounts.

## Evaluating Engagement Methods

Council will use a variety of methods to evaluate the engagement methods and activities.

These include the following measures:

- ❖ Relevancy of engagement methods appropriate to the target group.
- ❖ Verbal and written feedback from all stakeholders on the effectiveness of the engagement activities.
- ❖ Participation levels in engagement activities (number of participants).





- ❖ Achieve the identified engagement objectives within this strategy.
- ❖ Inclusive community representation
- ❖ Level of qualitative and quantitative information collected. These evaluation results will be used to improve future engagement strategies and methods as a way to learn from our experiences.

## Reporting

The Community Engagement Strategy is a principal activity detailed in CTW's Delivery Program ~~for 2018-2022~~.

As such, progress in implementing the strategy's key actions and achieving its key objectives will be reported as part of the Delivery Program's Integrated Planning and Reporting framework requirements. These requirements are:

### Progress Report:

At least every six months, a progress report must be produced that provides information to the community about CTW's progress with respect to the principle activities in its Delivery Program.

### Annual Report:

At the end of each financial year, an annual report must also be produced that provides information to the community about CTW's achievements in implementing its Delivery Program and the effectiveness of the principal activities in meeting the objectives of its Community Strategic Plans of each of its constituent councils.

\* IAP2 is an internationally recognised non-profit organisation that promotes and improves public participation. IAP2's Public Participation Spectrum is a recognised tool designed to assist with the selection of the level of participation that defines the public's role. It shows that differing level of participation and different methodologies are legitimate depending on the goals, time frames, resources and levels of concern in the decision to be made. It also sets out the promise being made to the public at each participation level.





# Central Tablelands Water

[contact us](#)

## CENTRAL TABLELANDS WATER

30 Church Street  
BLAYNEY NSW 2799

Postal Address: PO BOX 61  
BLAYNEY NSW 2799

Ph: (02) 6391 7200

[water@ctw.nsw.gov.au](mailto:water@ctw.nsw.gov.au)

[www.ctw.nsw.gov.au](http://www.ctw.nsw.gov.au)

