

What you said

Your views on Greater Western Water's draft Engagement Framework

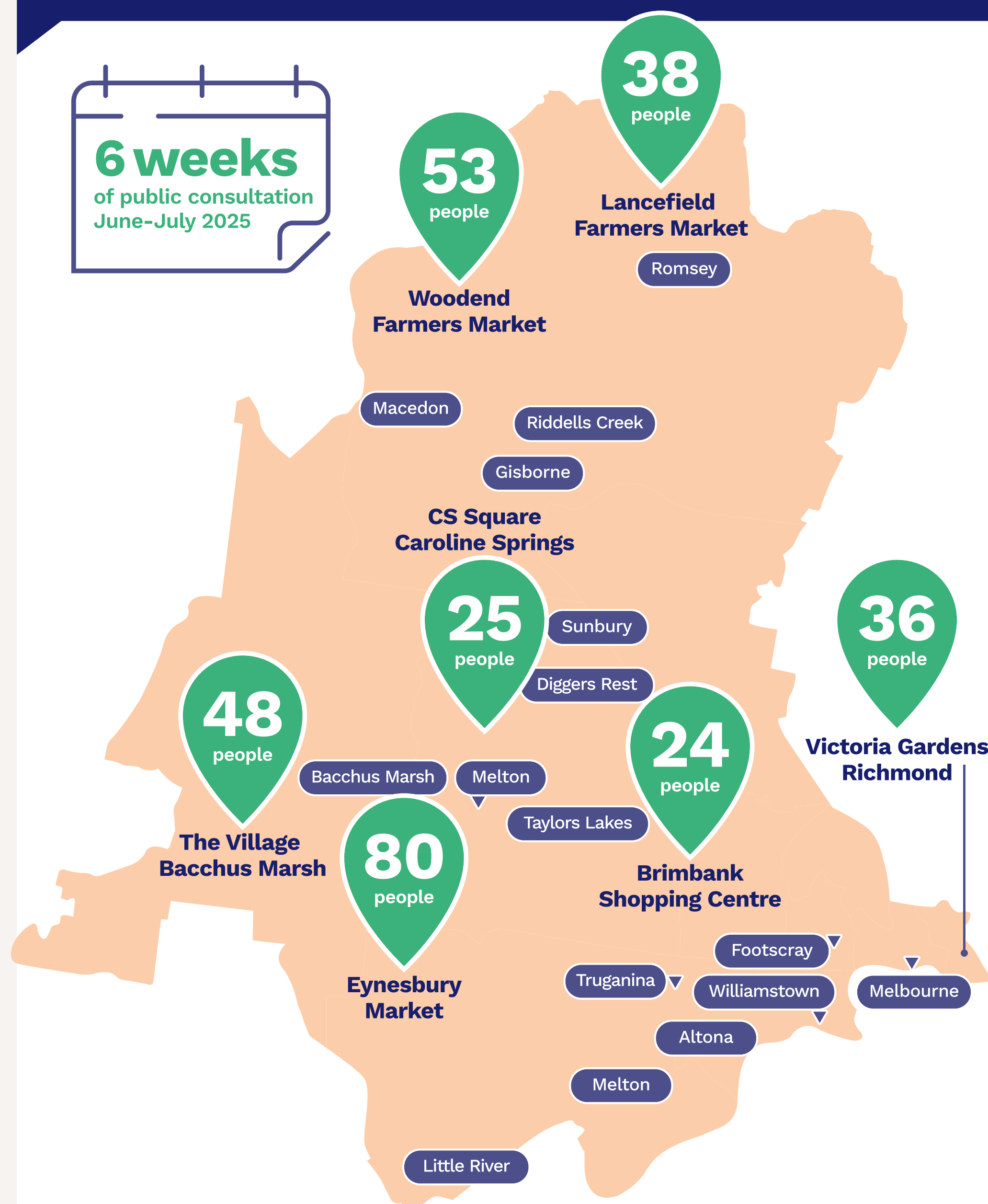
We asked you about...

We asked what matters most to you when we share information, talk, or work together. We call this 'engaging'.

Why did we do this?

We want to understand what's important to you when we engage. It's important you are involved in the decisions we make together.

Places we engaged across our operating area

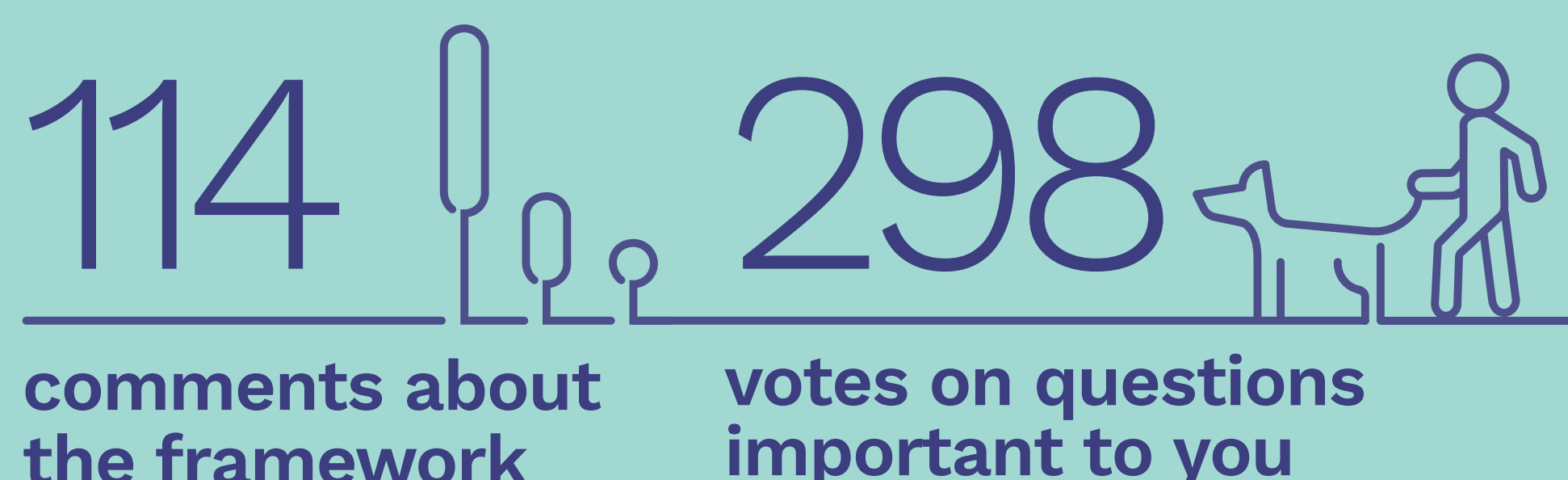


Your voices

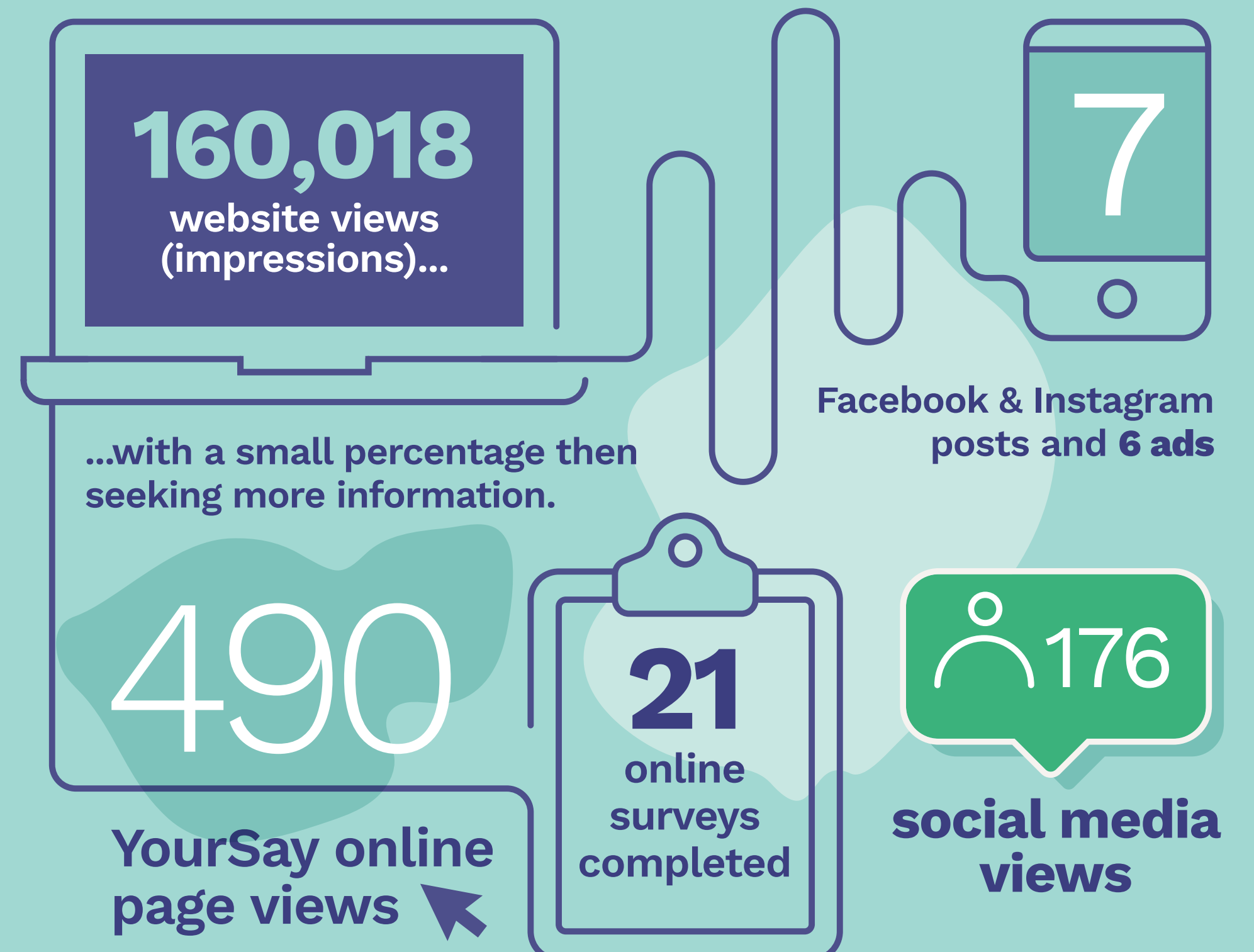
In general we met with more:

- **Older and elderly people** in Brimbank, Bacchus Marsh, Lancefield and Woodend
- **Younger people and families** at Eynesbury, Caroline Springs and Richmond
- **People from a wider range of cultural backgrounds** at Brimbank, Caroline Springs, and Richmond.

Talking in person



Talking online



What is most important to you?

Across all activities, people expressed a clear expectation for **meaningful engagement** that is genuine, inclusive, transparent and responsive.

You said we should act with...

Authenticity	116
Inclusivity	82
Integrity	85
Connection	75
Understanding	52
Respect	52

What does good engagement look like?

Listening Listening to customers **Education** Follow through **Acting on feedback** Water education
Be present in community Water saving advice
 Educate about water as a precious resource
Communication Easy to contact **Transparency** Responding quickly **Open conversations** Tell the truth
Keep us updated **Think of all community**
 Explain detail in **Transparent about issues** language I understand

You said and we will...

Apply your feedback and show how we influenced your project /decisions.

Follow through on what we promise to do.

Explain things in detail in language You understand.