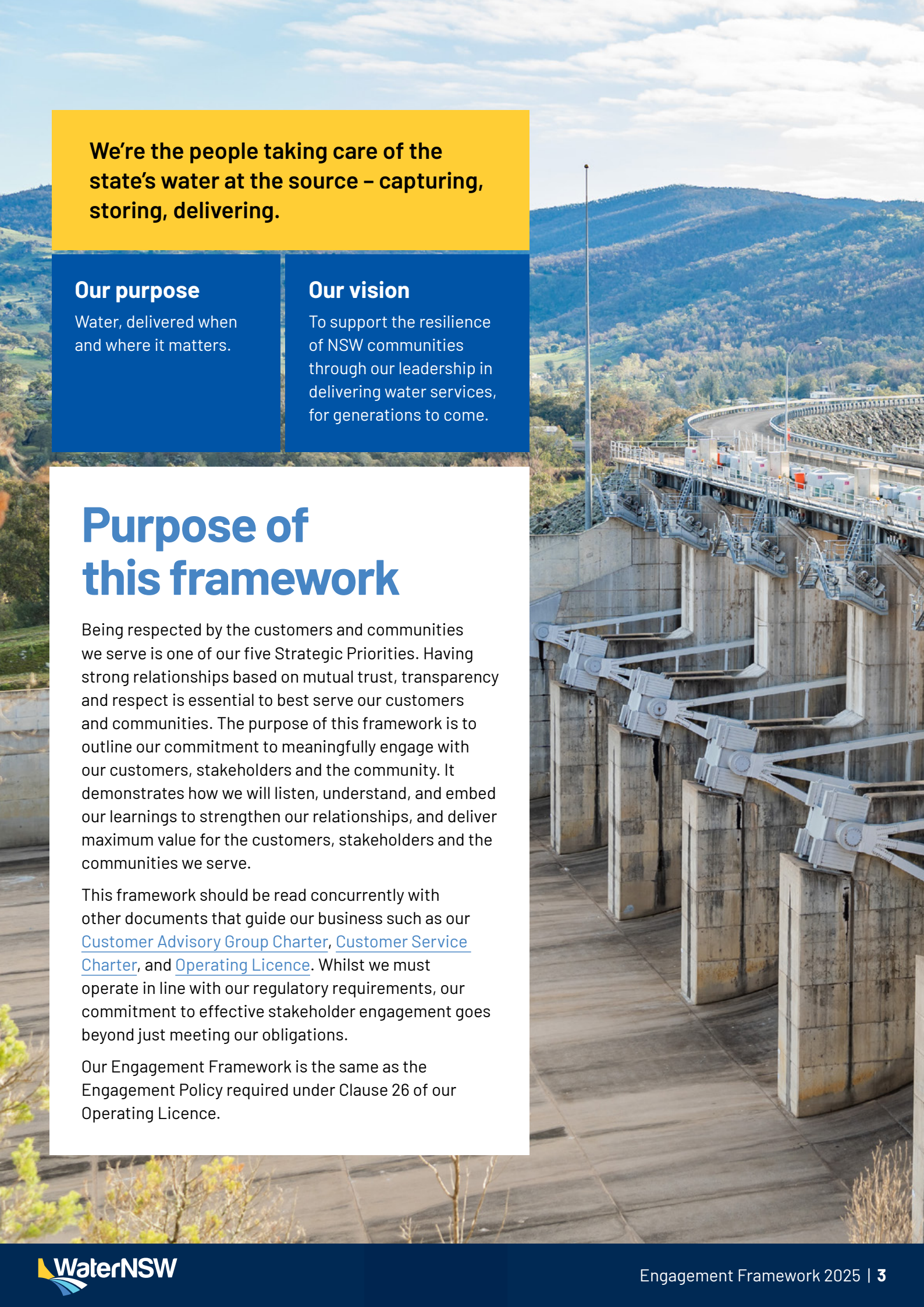


Engagement Framework 2025

Acknowledgement of Country

Our work with First Nations people is important to us. We acknowledge and have a great appreciation for the knowledge and connection that First Nations people have with water and land, and we are committed to building, supporting and strengthening our partnerships with First Nations people across our operations.



We're the people taking care of the state's water at the source – capturing, storing, delivering.

Our purpose

Water, delivered when and where it matters.

Our vision

To support the resilience of NSW communities through our leadership in delivering water services, for generations to come.

Purpose of this framework

Being respected by the customers and communities we serve is one of our five Strategic Priorities. Having strong relationships based on mutual trust, transparency and respect is essential to best serve our customers and communities. The purpose of this framework is to outline our commitment to meaningfully engage with our customers, stakeholders and the community. It demonstrates how we will listen, understand, and embed our learnings to strengthen our relationships, and deliver maximum value for the customers, stakeholders and the communities we serve.

This framework should be read concurrently with other documents that guide our business such as our [Customer Advisory Group Charter](#), [Customer Service Charter](#), and [Operating Licence](#). Whilst we must operate in line with our regulatory requirements, our commitment to effective stakeholder engagement goes beyond just meeting our obligations.

Our Engagement Framework is the same as the Engagement Policy required under Clause 26 of our Operating Licence.

Our commitments

We're working hard to develop deeper and more meaningful relationships with our customers, stakeholders and communities, to understand what matters most to them, and to use that knowledge to help shape our operations.



Our approach

We understand that our customers, stakeholders and communities want to engage with us on different levels and via different channels.

We recognise that to get the best outcome, we must embed a fit-for-purpose approach to engagement. We are honest about how we make decisions and explain when things are outside our control and influence.

We will engage with customers, stakeholders and the community to:

- Understand valley specific and regional issues,
- Understand how we can support more effective, direct relationships with customers and community,
- Obtain insights on issues related to WaterNSW functions that impact on customers, stakeholders, and the community.

In developing our plans for the future and pricing submissions to the Independent Pricing and Regulatory Tribunal, we will engage with customers to understand their preferences and willingness to pay for service levels. We will engage with customers, stakeholders, and the community prior to the end of the Operating

Licence term, to hear their feedback and perspectives on licence obligations.

We will ensure reasonable efforts to engage with a variety of customers, stakeholders and community members early in the planning process. Some of the channels we may use to engage include:

- Our Customer Advisory Groups (see [Customer Advisory Groups Charter](#))
- Field days and industry events
- Meetings, focus groups and briefings
- Community updates
- Various forms of media and digital channels
- Dam tours and site visits
- Interactions through our service centre
- Surveys and feedback analysis
- Our education program
- Our Visitor Centre at Warragamba Dam

We will take all necessary steps to include underrepresented voices in our engagement including culturally diverse groups, younger people, or anyone experiencing barriers to participation.

Best practice

Our engagement approach is guided by the Engagement Institute and the NSW Government's Regional Communities Consultation Guide (2025). We apply the Engagement Institute's Core Values, Code of Ethics and Spectrum to ensure ethical, fair and transparent engagement. At the same time, we align with NSW best practice by engaging early, being place-based and inclusive, and considering community feedback to the greatest extent possible. This helps us make informed decisions that reflect the needs and values of the regional communities we serve.



Our customers, stakeholders and communities

We work alongside a broad range of customers, stakeholders and communities who have an interest in how we capture, store and deliver water throughout the state. Our customers use water for different purposes and in different volumes, and

our stakeholders and communities have varied interests in our operations, projects and programs. They are located across wide geographic distances throughout New South Wales, in regulated and unregulated valleys.

Our customers, stakeholders and communities include:

- Regulated and unregulated river water users and groundwater users
- Stock and domestic water users
- Industry and commercial water users
- Environmental water users
- First Nations communities and cultural water users
- Water Industry Competition Act licensees
- Public water utilities
- Government departments and agencies
- Local Councils
- Industry groups
- Recreational and community groups
- Our broader community



First Nations engagement

First Nations people have a lifelong commitment and responsibility to looking after their lands and waters. We use the WaterNSW Co-design Principles and our Reconciliation Action Plan (RAP) to guide and support our engagement with First Nations people to achieve collaborative, positive outcomes.

Co-design is an inclusive, dynamic and ongoing process to ensure that the First Nations people of NSW can meaningfully participate, engage and inform us on the management of lands and water. Co-designing needs us to be patient, listen, learn, yarn, and adapt to make changes, transform structures and co-create better outcomes for First Nations people and broader communities.

Who we are

At WaterNSW, we are the custodians of the state's water, a vital natural resource.

It is our responsibility to capture, store and deliver water, when and where it matters. We work in partnership with the Department of Climate Change, Energy, the Environment and Water (DCCEEW) and The Natural Resources Access Regulator (NRAR) to manage water in New South Wales. This includes managing dams, building and maintaining essential infrastructure, providing licencing, approvals and trades services to customers, and operating the largest surface and groundwater monitoring network in the southern hemisphere.

As custodians of a vital natural resource, we work in partnership with our customers, and

are educators to the broader community. Our vision is to support the resilience of New South Wales communities through our leadership in delivering water services for generations to come. We operate our assets and manage water responsibly to meet the needs of our customers and communities, now and into the future. Our customers range from small family businesses to commercial farmers, irrigators, local councils, water utilities, industry and the environmental water holders like the State and Australian governments who use water to protect our ecosystems and keep rivers flowing. We are a state owned corporation.



WaterNSW also services groundwater users and unregulated water uses across the state, providing customer services including licencing and approvals under the Water Administration Ministerial Corporation (WAMC).

For more information

Call us on 1300 662 077

Email us at engagement@waterNSW.com.au

Visit us at waterNSW.com.au

© 2025 WaterNSW (ABN 21 147 934 787)

This publication is copyright and is the property of WaterNSW.
The information contained in this publication may not be reproduced in
whole or in part except with WaterNSW's prior written consent.

