



Engagement Charter

The WorkCover WA approach to making engagement meaningful

December 2021

Engagement Charter

Public participation and stakeholder engagement is a fundamental tenet of public service. WorkCover WA recognises engagement with stakeholders is an integral part of Agency business and is undertaken with genuine and honest intent. This approach reflects WorkCover WA values and reflects open and accountable decision making. WorkCover WA aims to work closely with stakeholders to ensure there is a workers' compensation and injury management scheme that works for all.

Purpose of the Charter

This Charter sets out the Agency's commitment to engagement. It signals the intent to better listen, inform, consult and involve all Agency stakeholders. The Charter sets out engagement values, outlines when and in what circumstances engagement will occur, and how stakeholders can be involved.

Engagement Values



Service focused

We value the experiences and contribution of stakeholders.

We build sustainable relationships by planning carefully and engaging early, ensuring stakeholders are given time to provide considered feedback.



Purposeful and genuine

We create genuine opportunities for stakeholders to participate in decision making and set out a clear purpose for why we are engaging.

We ensure a common understanding exists to genuinely influence an outcome.



Effective communication

We communicate accessible and easy to understand information in a timely manner.

We seek to understand stakeholder perspective and views, and provide feedback so stakeholders understand how their involvement has shaped outcomes.



Acknowledge inclusivity

We acknowledge diversity and enable all people to participate in our engagement processes.

We make sure those with a stake in the Agency's work can have their say.



Tailored and targeted

We make sure engagement is clear, targeted and designed with specific aims.

We tailor each engagement process to the specific needs of stakeholder groups and ensure interactions are targeted to those who are most directly affected.

There is no prescriptive method of best practice when it comes to embedding active stakeholder participation in government activities. However, the value of public participation in the development of policies and service delivery is well documented. The Organisation for Economic Co-operation and Development provides insights, informed by research, into the importance of developing a participatory culture. The first step is to create an enabling environment, the second is to clarify the rules of engagement.

When will WorkCover WA engage?

Involving stakeholders in issues which impact them, means they are more receptive to learning and acting on the actions and outcomes. Accordingly, WorkCover WA will consider engagement during business activities which include:

- when stakeholders could be impacted by a new policy or direction
- when input will improve a position or enhance decision making
- to improve the quality-of-service delivery
- to identify stakeholder needs
- when required by law, policy or by agreement with a government agency or statutory body.

How will WorkCover WA engage?

Understanding the reason for engagement and determining the appropriate type and method of engagement to use is important to ensure interactions align.

The stakeholder engagement model outlines four types of engagement. Different engagement approaches, or a combination of approaches, will be used depending on the purpose and context of a particular situation.

WorkCover WA will use this model to determine the type of engagement most appropriate in the early stages of planning. WorkCover WA is committed to engaging stakeholders early in the development process and before decisions are made.

WorkCover WA will be clear about the agency's expectations, the anticipated stakeholders' involvement, and how stakeholders' knowledge and skill can contribute to the solutions.

Stakeholder Engagement Model

The Charter is underpinned by the International Association for Public Participation (IAP2). IAP2 is an international member association which seeks to improve the practice of stakeholder engagement and public participation.

Increasing impact on the decision 

| | Inform | Consult | Involve | Collaborate |
|-------------------------|---|--|---|--|
| Engagement type | Providing information to assist stakeholders understand a topic and take responsibility for decisions and actions where required. | Sharing information, questions, or positions to obtain ideas, feedback, or an understanding of objectives and expectations. | Working directly with stakeholders to ensure concerns and ideas are consistently understood and considered. | Partnering with stakeholders to support action, including developing alternatives and identifying preferred solutions. |
| Promise to stakeholders | We will keep stakeholders informed. | We will keep stakeholders informed, listen to, and acknowledge concerns and provide feedback on how input influenced the decision. | We will work with stakeholders to ensure concerns and ideas are reflected in the outcome and provide feedback on how input influenced the decision. | We will look to stakeholders for advice and innovation and incorporate ideas and recommendations into the final decisions. |

How will we know if engagement is effective?

Engagement is effective when stakeholders are actively involved and invested in helping WorkCover WA lead a contemporary, sustainable and integrated workers' compensation and injury managements scheme.

Stakeholders will:

1

Be satisfied with their interactions with us

2

Understand their rights, entitlements, and obligations

3

Reflect expectations in their operations

4

Be satisfied in our services

How can stakeholders engage with us?

Get involved

Share knowledge and ideas when opportunities are provided

Connect with us

Keep in touch and stay connected through the Agency's communication channels. [Subscribe to our eNews](#)

Provide feedback

Use the Customer First Feedback System to share your thoughts. [Provide feedback](#)

Connect on social media



Twitter



LinkedIn



Youtube



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Contact us



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