

Darwin Port Corporation

Community Engagement Charter and Implementation Plan

Why Engage the Community

Practicing Community Engagement gives the community the opportunity to input into the decision making process for better supported outcomes for the Port of Darwin.

Who is our community?

The Darwin Port Corporation considers that there are primary and secondary communities, which have an interest in, and/or are affected by the decisions made by Darwin Port Corporation as a Government Business Division.

Primary Stakeholders

The Port community includes shipping companies, stevedores, the fishing and pearling industry, seafood council, defence, offshore oil and gas industry, importers/ exporters and general port users.

Secondary Stakeholders

Recreational users of Darwin harbour and the public in general.

How we are working with the community?

The Darwin Port Corporation currently engages with the Port community by meeting regularly with the Port Users Group, which consists of representatives from various shipping and stevedoring companies as well as stakeholders in general. The purpose of these meetings is to discuss port matters which effect stakeholders, addressing any issues the Port of Darwin and stakeholders may have. The Port User Group also assists in the planning of the Port's future needs and gives the group the opportunity to propose new developments.

The Port also facilitates the Port Welfare Committee. This committee is design to assist the needs of the Seafarers by providing social services, including transport.

The Darwin Port Corporation is involved with NTG taskforces and inter agency activities, which gives the Corporation the chance to address stakeholders concerns and ideas in the context of a whole of Government approach.

Darwin Port Corporation also arranges and presents information sessions, for example the ISPS (International Ship and Port facility Security Code), that provides knowledge of the ISPS code and how it effects the Port users. The DPC also holds project specific meetings, to inform and engage with stakeholders to discuss project development and facilitate implementation of code requirements by 1 July 2004.

The Darwin Port Corporation communicates with the wider community through the use of the Port's website, this website details shipping manifests and relevant Port information. It gives the community the opportunity to provide feed back and also enables the public to request more information about the Port.

Notifications to the public are advertised in the newspaper and through marine notices, providing details of exclusion zones, notifications of vessels, closures and events.

In the Darwin Port Corporation all community engagement is governed by the following principles:

- Operate in a responsible, ethical and honest manner in all dealings and negotiations.
- Create an open, encouraging, motivating environment that gives stakeholders the opportunities to develop and participate in the planning of port operations.
- Meet customer and stakeholders expectations by adopting a high commitment to quality.
- To interact and maintain two way communication between the DPC and port users.
- To provide communication channels which may be accessed by the community.
- Endeavor to make decisions to benefit the Territory.

- Adopt a responsible and pro-active approach towards safety and environmental management in relation to all Port matters.

It has a clear focus and purpose:

When deciding whether or not to engage the community about an issue the Darwin Port Corporation considers:

- Is it an issue that affects the external or internal community of Darwin Port Corporation operations?

If internal (Port users)

- What is the impact of the issue on Port users?
- Which Port users will need to be aware of this issue?
- Can the Port users be of assistance?
- What is the scale and impact of the issue?

If external (community at large)

- Will this issue directly effect the community?
- Will the community have the ability (knowledge) to input?
- Is it an issue which can be discussed with the community (i.e.security)?

There are some Port operations which may involve matters of security and confidentiality which can not be discussed with the public. In this situation there may not be the ability to engage with the community using two way communication, and such communication will generally takes the form of providing information rather then obtaining assistance or input from the general community.

It will be responsive to our community:

- The engagement process will be an open and responsive practice, new ideas and opinions will be valued. The knowledge and expertise of the internal Port community will be used to assist in the decision making process.

- All information obtained through the engagement process will be made available to those who attended, unless this is the general community and then it will be available to the whole community. The information acquired through the engagement process will be available to comment on, to represent a true indication of the participants views.

It will be based on the provision of clear, concise and up to date information about our activities and initiatives and relevant background information to aid community discussion:

- When we are seeking participation from the general community, the activities and initiatives will be communicated through, such channels as (but not limited to) letters, advertisements and other media material.

Translate community views into the policy process and continuously improve the process of engagement:

- To continually enhance the process and develop improved methods of informing the Port community of activities and issues, the Darwin Port Corporation will assess all our consultations to identify the strengths and weaknesses.
- The process of engagement will be monitored and evaluated to ensure that the Darwin Port Corporation can measure whether the process of engagement has influenced policy development or service delivery and that community expectations have been met within available resources.
- When the Darwin Port Corporation requests the community's views on an issue all views will be considered and respected, yet not all will be incorporated into Darwin Port Corporation decisions. Some issues will be complicated and involve strategic decisions and tradeoffs that will not please everybody, others may not meet the expectations of all port users, or may be too expensive to implement.

Levels of Engagement

Inform	Consult	Active Participation	Partnership
To provide the Port community with balanced and objective information	To obtain feedback from the Port community on alternative, analysis and or/ decisions	To work directly with the Port community throughout the process to ensure that concerns are consistently understood and considered	To collaborate with the relevant Port community when making decisions, to discuss developments and alternatives and identify their preferred result

Implementation Plan

- Every Cabinet Submission will include a section on Community Engagement Plans associated with the initiative, where appropriate.
- Ability / capacity to undertake Community Engagement activities will be included in all relevant job descriptions.
- DPC will announce Community Engagements on the Government (Community Engagement) website.
- The DPC will incorporate planned community engagement activities in its annual Corporate Plan review and report on these in the Annual Report.
- DPC will chair the Port Users Group and develop forums on a project or issue specific basis.
- DPC will participate in opportunities to further develop joint agency or whole-of- Government approaches to community engagement.