



Evidence and
Implementation
Summit 2023
9–11 October

Melbourne, Australia & Online



Behavioural and Implementation
Science Interventions
Yong Loo Lin School of Medicine



Centre for
Evidence and
Implementation

www.eisummit.org

[@EISSUMMIT2023](https://twitter.com/EISSUMMIT2023)

[#EIS2023](https://twitter.com/EIS2023)

#135 - Achieving Community Engagement excellence in the transition to net zero

Presenting Author(s)*

1. Dr Kirsty Jones
2. Professor Sara Bice

Affiliation

Institute for Infrastructure in Society, Crawford School of Public Policy, The Australian National University

Country of residence

Australia

Objectives

Transitioning to net zero is one of the greatest global challenges facing humankind today. The transition will require decarbonising the infrastructure systems essential to our modern way of life. From replacing fossil fuels with renewable energy sources, to ensuring that new infrastructure and existing infrastructure is retrofitted to sustainable standards, the task is significant. Key to achieving an orderly and just transition will be infrastructure projects obtaining a social licence to operate, that is the level of acceptance or approval that communities will extend to a project. Community engagement will play a critical role in projects achieving a social licence to operate, however its role and value during many stages of infrastructure planning and delivery can often be deprioritised.

Our research aims to provide clear, consistent and comprehensive research-derived guidance and tools, implemented by industry to support the high-quality community engagement required to deliver the infrastructure critical to the energy transition and sustainable futures.

The Institute for Infrastructure in Society (I2S) is Australia's leading research institute working to transform the relationship between major projects and communities. Working in partnership with industry, government, civil society and communities, we are committed to improving community engagement to optimise outcomes for communities and projects. In 2019, we embarked on an ambitious project to develop



Evidence and
Implementation
Summit 2023
9–11 October

Melbourne, Australia & Online



Behavioural and Implementation
Science Interventions
Yong Loo Lin School of Medicine



Centre for
Evidence and
Implementation

www.eisummit.org

[@EISSUMMIT2023](https://twitter.com/EISSUMMIT2023)

[#EIS2023](https://twitter.com/EISSUMMIT2023)

the Infrastructure Engagement Excellence (IEE) Standards, a global first in guiding best practice engagement in the infrastructure sector.

Our ultimate and ambitious goal is for the IEE standards and associated tools to be implemented across all Australian jurisdictions to support community engagement planning, monitoring and evaluation for infrastructure delivery. However, without a government mandate the task is significant and complex. The value placed on community engagement differs across State Governments and across the private sector. In turn, there is a huge diversity in the types of infrastructure projects being delivered and their associated social risks. Front and centre of all our work to guide implementation has therefore been the need to ensure that all the IEE Standards tools can be translated and adapted within a range of different organisational cultures and across a diversity of infrastructure projects, including renewables.

Methods

Essential to achieving our ultimate goal is building early buy-in and a sense of ownership of the Standards across government and industry. Informed by the consolidated framework for implementation research and coproduction methods, the IEE standards were cogenerated in partnership with over 200 professionals across the infrastructure sector and over 5,000 Australian community members. Significant engagement and research have been undertaken with professionals outside of the community engagement discipline to understand how the Standards can be integrated into business processes to inform all aspects of project delivery. Additional policy analysis was also undertaken to understand community engagement requirements and opportunities for the Standards to support legislated quality assurance processes.

Main findings

Working in partnership with a number of State governments and using extensive engagement strategies, the tools are currently being trialled in a number of different settings. Policy analysis has revealed significant gaps in quality assurance reviews to monitor community engagement performance, presenting opportunities for the Standards to inform these processes. As more entities begin trialling the tools, tailored implementation strategies will be required for each organisation. Essential to implementation will be the support of professionals outside of the engagement discipline, targeted and strategic engagement of these professionals is currently underway. Lessons learned from the co-design and implementation of the IEE Standards since 2018 provide insights for researchers and practitioners in other

www.eisummit.org



Evidence and
Implementation
Summit 2023
9-11 October

Melbourne, Australia & Online



Behavioural and Implementation
Science Interventions
Yong Loo Lin School of Medicine



Centre for
Evidence and
Implementation

www.eisummit.org

[@EISSUMMIT2023](https://twitter.com/EISSUMMIT2023)

[#EIS2023](https://twitter.com/EISSUMMIT2023)

disciplines, with advice on co-design process, adoption, research implementation and iterative guideline and tool development via user testing.

www.eisummit.org