Stakeholder Engagement Policy

Purpose
The purpose of the Stakeholder Engagement Policy is to identify the stakeholders and the level and type of engagement required for effective communication and decision making for all projects and changes to service delivery.

Scope
All project leaders and service managers are to use this policy when planning works, special projects, major events and any change that may impact potential stakeholders (internal and external stakeholders).

Definitions
Stakeholder Any person or group that may have an interest or stake in the planning and impacted by the outcome of the activity or change.

Stakeholder Diagram
Stakeholder Engagement Policy

Policy Content
Greater Hume Council aims to deliver projects, and services in the optimum way to ensure that these are well planned, have considered all relevant information and the stakeholders are informed and have the opportunity to be engaged as appropriate.

Greater Hume Council values the input of our stakeholders as this leads to better decision making. The level and type of input will vary according to the circumstances of the project/works. Greater Hume Council acknowledges this will add time and cost to a project and that appropriate staff resourcing will be required. However, the benefits of well executed planned projects will lead to improved community satisfaction levels.

All project planning will have a stakeholder engagement plan. Projects that meet the criteria outlined in the procedure will require a Community Engagement Toolkit (CET) to be prepared.

The procedure will outline the minimum standard required for different levels of projects. The procedure will be revised as a result of evaluating projects and services with the aim of continuous improvement.

Key check points regarding stakeholder engagement will be incorporated into the project/service change approval process.

All relevant staff will undertake training to ensure understanding of the policy and the procedure.

All relevant position descriptions will include responsibilities for stakeholder engagement.

Links to Policy
Media Policy
Communications Policy
Social Media Policy

Links to Procedure
Stakeholder Engagement Procedure

Links to Forms
Insert Content

References
Insert Content

Responsibility
MANEX
- Ensure appropriate resourcing
- Approve the procedure
- Monitor the implementation of the policy and procedure
- Identify champions across the organisation

Directors
- Ensure all projects and service delivery changes within their directorate use the criteria for determining stakeholder engagement and prepare a CET when required in accordance with the policy and procedure.
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Project leaders
As part of the planning for projects and service delivery changes, prepare and implement an engagement plan in accordance with this policy and procedure

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- Revise policy and procedure as required
- Co-ordinate training and awareness
- Provide support to project leaders particularly in the early phase of implementation of this policy and procedure. This responsibility does not include preparing the actual engagement plans on behalf of the project leader.
- Create a resource library for existing and new staff (including examples of stakeholder engagement plans, standard letters and templates, social media posts).

Document Author
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 Relevant Legislation
Local Government Act 1993
Environmental Planning and Assessment Act 1979
Disability Inclusion Act 2014
Privacy and Personal Information Act 1988

Associated Records
Communications Strategy and Implementation Plan
Community Engagement Strategy
Disability Inclusion Action Plan
Local Disaster Plan