

Document Name	Document Version Number	Review Date
Stakeholder Engagement Policy	1.0.0	November 2020
Date Adopted	Minute Number	Status
18 April 2018	4957	New 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



## 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.

## 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

## Executive Assistant Governance Economic Development

- 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

Executive Assistant Governance Economic Development

## 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