

Document Name	Document Version Number	Review Date
Stakeholder Engagement Policy	1.0.1	November 2023
Date Adopted	Minute Number	Status
18 November 2020	5767	Re Adopted, No Alterations

### 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.

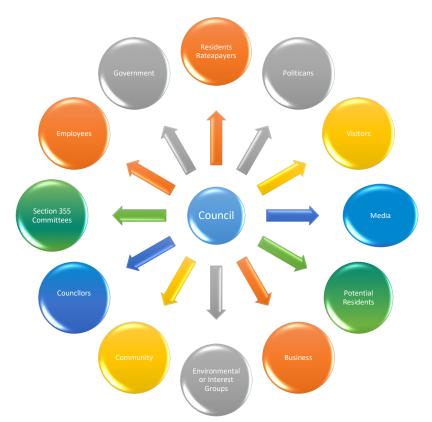
### Scope

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



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## **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

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- 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

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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