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| C:\Users\ngoh.WMHSAC\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Outlook\U5HY48EM\WIRRAKA MAYA NEW LOGO (2).jpg **STAKEHOLDER ENGAGEMENT POLICY**  |

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| --- |
| Created by: Stephen Magwenzi (COO) Created Date: 23.02.2018 |
| Reviewed by: Reviewed date:  | Pages: 5 |
| Authorised by: Stephen Magwenzi  **COO** | Signature:  |

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...ic Statements and the Interest of WMHSACial During Working Hours or Whilst on WMHSAC Premises

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| **RATIONALE**  |

WMHSAC understands that staff have to engage with other agencies in the normal course of business. All engagement undertaken has to be in line with the objectives as set out in the WMHSAC Rule Book. The key elements of effective engagement should be

* Engage the right stakeholders
* Expectation management – expectations need to be clear from the beginning, otherwise there will be anger and frustration that will be detrimental to future engagement. Always ensure that the purpose of engagement and the role of participants, including how their input will be used.

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| **RELATED DOCUMENTS** |

This policy outlines the procedure that staff have to follow so that all engagement is consistent.

* WMHSAC Rule Book
* WMHSAC Delegations Policy – Media Statements
* WMHSAC Stakeholder Engagement Register
* WMHSAC Corporate Style Guide

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| **SUCCESSFUL ENGAGEMENT STRATEGIES** |

There is no single success factor that delivers effective stakeholder engagement. However, there are some common strategies that will help make stakeholder engagement fruitful and worthwhile.

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| **MAP YOUR STAKEHOLDERS** |

Identify all the stakeholders that will have an impact or influence on the initiative, as well as those who are affected by it. Narrow this list down to identify groups and subgroups of stakeholders, and record what their interests are and their level of influence and impact. This stakeholder mapping will inform your engagement plan, which should be a living document that evolves during the initiative. Mapping also allows for better tailoring of engagement methods.

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| **PLAN THE ENGAGEMENT** |

Think strategically about the engagement, and be clear on why you and your stakeholders want to engage, what the issues are, what you want to achieve and how you will know if you’re successful. Incorporate this thinking into your engagement strategy to help ensure the approach focuses on material issues and effectively targets the right stakeholders.

Develop an engagement plan that outlines the methods, timeframes, roles and responsibilities. The plan should pull together all elements of engagement from beginning to end, providing a pathway to guide team members through the engagement approach. Invest time in developing contingency plans for key engagement risks to help reduce delays.

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| **USE A MIXED APPROACH** |

A mixed approach provides flexibility to manage the differences in relationships between stakeholders, allowing either a light-touch engagement or deeper partnerships where they are needed. This approach may include activities to inform, consult and collaborate with stakeholders and use a combination of tools such as discussion papers, public forums, one-on-one discussions and social media.

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| **LEARN FROM OTHERS** |

Tailoring an approach doesn’t have to mean reinventing the wheel. When planning, find out who else has undertaken a similar engagement and take the opportunity to share information and harness the skills and experience that already exist.

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**To be completed by the Staff Member**

**Person Requesting Engagement**

Surname: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ First Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Position: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Expected Start Date: \_\_\_\_/\_\_\_\_/\_\_\_\_\_\_

Duration of the proposed engagement: [ ]  Weekly [ ]  F/nightly

Date of submission: \_\_\_\_/\_\_\_\_/\_\_\_\_\_\_

**Stakeholder Details**

Stakeholder Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Physical Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Person: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Position: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Step 1: Ascertaining engagement**

Is the engagement with proposed stakeholder in line with any of the following:

WMHSAC Mission and Vision Statement [ ]  Yes [ ]  No

WMHSAC Strategic Plan [ ]  Yes [ ]  No

WMHSAC Action Plan [ ]  Yes [ ]  No

Project Plan (funding contract deliverables) [ ]  Yes [ ]  No

If Yes, please provide explanation below and then go to Step 2

**Recommendations.** Please provide explanation for your recommendation?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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If No, reasons for engagement need to be provided: [ ]  Yes [ ]  No

Any further action required (please provide):

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Step 2: If required to deliver any workshop/training, please ensure the following**

Workshop/Presentation material is approved [ ]  Yes [ ]  No

Workshop/Presentation material is on correct format as

As per the WMHSAC Corporate Style Guide [ ]  Yes [ ]  No

If Yes, please give this form and attached the workshop/training documents to your line manager for approval

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**To be completed by the Line Manager**

**Step 3: Approval of engagement**

**Does the engagement meet the required criteria**: [ ]  Yes [ ]  No

If Yes, please provide explanation?

Please provide explanation?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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If No, is further information required: [ ]  Yes [ ]  No

Any further action required (please provide): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Program Approved: [ ]  Yes [ ]  No

Name of Line Manager (Printed): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

A copy of this form must be forwarded to the Executive Assistant after the approvals process to be filed in the Stakeholder Engagement Folder. This will then be reviewed at the Senior Managers Meeting.

**PLEASE NOTE THAT STAFF ARE TO COMPLETE THE STAKEHOLDER ENGAGEMENT REGISTER AT ADMIN RECEPTION**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Date | Time | Staff Member(s) | Stakeholder | Program to be delivered |
| e.g 21/02/2018 | 10:00am | John Smith | Bloodwood Tree | Alcohol & Other Drugs Training |
|  |  |  |  |  |
|  |  |  |  |  |

**Step 4: Feedback**

As part of continuous quality improvement, WMHSAC will seek feedback from all the stakeholders that are engaged. This will be done after the staff member has provided the engagement service. This feedback will ascertain the following:

**Was the client satisfied with the service provided? :** [ ]  Yes [ ]  No

If Yes, please provide reasons

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

If No, is further information required: [ ]  Yes [ ]  No

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