

Stakeholder engagement will happen, *whether an organisation plans for it or not.*

What is it?

Engagement refers to how stakeholders connect with your organisation.

Who are stakeholders?

Stakeholders are anyone who is affected by the decisions of your organisation. They can be community members, traditional owners, business owners, local groups, shareholders and regulators.

Why should you engage stakeholders?

Good engagement can help organisations make well-informed decisions, build trusted relationships and share knowledge. This supports a range of outcomes, from effective and transparent governance, meeting statutory requirements on a significant project; identifying and addressing new and emerging risks; improved reputation, and better investing in the communities where you operate.

What happens if you don't adequately plan for stakeholder engagement?

If organisations don't plan to engage, stakeholders may fill the engagement void with misleading or incorrect information, plans can get delayed, relationships can fragment and trust can be diminished. Once gone, the cost and effort to get it back are far greater.



What is Capire's advice for effective stakeholder engagement?



Build credibility

Engage early and on the things that matter; provide stakeholders with the information they need; be proactive and follow up



Be transparent

Be open and honest with your intent; be clear about what stakeholders can inform; be willing to listen and adapt, report publicly on the outcomes



Be inclusive

Use a range of engagement techniques to ensure engagement is accessible and inclusive; ask stakeholders and communities how they want to be engaged



Build trust

Meet with stakeholders on their terms; create opportunities to collaborate and build relationships; be available and responsive