

# Stakeholder Engagement Framework

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## Purpose

Queensland State Archives (QSA) is committed to effective engagement with its clients and stakeholders.

QSA recognises that inclusive engagement with stakeholders is critical to the delivery of quality services, advice and the development of effective policies. The increased involvement of stakeholders in planning and policy development facilitates more productive and trusting relationships, greater effectiveness in decision-making and a better understanding of, and response to, client needs.

## What is Stakeholder Engagement? <sup>1</sup>

Stakeholder engagement encompasses a range of interactions with varying levels of participation and influence graduating from information sharing, to consultation and active participation in decision-making.

**Information Provision** - A one-way relationship to deliver accurate, relevant and appropriate information to stakeholders. Methods can include displays, newsletters, media articles and listserv messages.

**Consultation** - A two-way relationship to seek and receive the views of stakeholders on issues that directly affect them or in which they may have a significant interest. Methods can include surveys, interviews and focus groups.

**Active Participation** - A collaborative relationship in which stakeholders participate in shaping policy outcomes, programs and service options. Methods can include joint ventures, partnerships and expert reference groups.

## When will Queensland State Archives engage with stakeholders?

Engagement may be conducted for initiatives relating to:

- policy development
- the development of standards, guidelines and tools
- assessment of stakeholder and client needs, and
- service delivery.

QSA will not conduct stakeholder engagement if there is no scope for stakeholder input to impact on the outcome of the project. For example, if a process is directed by legislation or existing government policies that mandate a particular course of action.

The type and the extent of the engagement activity will vary for different projects. When determining an engagement method, consideration will be given to the needs and expectations of stakeholders, QSA's resources and timetable and the category of the project.

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<sup>1</sup> Adapted from the Get involved *Community engagement in Queensland* suite of resources:  
<http://www.getinvolved.qld.gov.au/engagement/engagement-in-qld/index.html>

QSA categorises projects involving engagement as either major or minor.

- Major projects will have an impact across a whole client group such as local government and could include projects such as developing whole-of-government information standards, guidelines and policies.
- Minor projects could include a review of information standards if the intent or compliance requirements of the standard are not being altered, and the development of fact sheets and other written advice.

Stakeholder identification will be undertaken during the planning phase of projects. Where possible, QSA will invite a representative cross-section of public authorities to participate in engagement activities.

## Stakeholder Engagement Principles

QSA is committed to applying the following principles when engaging with stakeholders.

### ***Open and accountable***

QSA will:

- conduct open and accountable engagement practices that can genuinely inform decision-making.

### ***Inclusive of diverse stakeholders***

QSA will:

- seek to ensure that key stakeholders and their interests are identified and strategies are developed to engage them
- be sensitive to the needs of diverse groups and maximise their ability to contribute, and
- listen to, acknowledge and respect the different interests and views represented during stakeholder engagement.

### ***Effective communication, accurate information and feedback***

QSA will:

- establish clear processes and appropriate methods for information gathering and communication exchange
- clearly identify the objectives of the engagement and the role of QSA and other participants
- ensure that information relating to the engagement is readily available and timely to allow participants to make informed contributions
- demonstrate willingness to take new ideas on board and alter the course of actions if required
- ensure that all participants have a clear understanding of how their feedback and comments will be considered in the decision-making process and, where possible, of QSA's rationale for reaching a final decision, and
- evaluate engagement activities and refer to the key learnings to improve future engagement strategies.