

COMMUNITY/STAKEHOLDER POLICY

Neo Civil Pty Ltd follow the key steps to achieve openness, transparency and integrity in their operations:

- Understand the interests and expectations of stakeholders.
- Strengthen the contribution of stakeholders.
- Engage effectively with stakeholders.
- Facilitate information sharing.
- Actively manage conflicts of interest.
- Report clearly on performance and operations.

If carried out effectively, stakeholder interaction will usefully contribute to the following:

- **Forecasting significant issues.** Stakeholder interaction helps to identify emerging trends and major issues that inform policy and program design, corporate planning and priority setting.
- **Managing risks and opportunities.** Gaining an external perspective can alert the entity to the existence and relative importance of risks and identify opportunities for governance, program or system refinements.
- **Setting goals.** Stakeholder consultation is essential for identifying and assessing needs, so that goals are more meaningful and appropriately targeted and timed.
- **Monitoring and assessing performance.** An awareness of the perspectives and experiences of customers, other public sector entities or other service providers can strengthen performance monitoring and assessment.
- **Informing decision-making.** Stakeholders, particularly professional, industry or advocacy groups, can contribute to the knowledge base which supports decisions and practices within a public sector entity.
- **Increasing operational effectiveness.** The analysis of stakeholder feedback (for example, surveys and help-lines) on government programs and processes can facilitate policy and operational improvements.
- **Developing a culture of innovation and learning.** Collaborating with stakeholders can foster a culture of innovation in which new perspectives and ideas are valued.
- **Facilitating mutually beneficial relationships.** Directly interacting with stakeholders can improve community services and encourage buy-in.
- **Simplifying conflict resolution.** Building trust and clearly outlining for stakeholders what can and cannot be achieved should minimise the frequency and severity of problems and simplify conflict resolution.



Mike McGurk
General Manager
Neo Civil Pty Ltd
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