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.

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Neo Civil Pty Ltd
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