

Victorian Alpine Resorts Stakeholder Engagement Framework 2020 (DRAFT)

Our Vision for Engagement:

A Victorian alpine resort sector in which stakeholders are actively and genuinely engaged in decisions that affect them, resulting in stronger and more constructive relationships, shared knowledge and better outcomes

Our Engagement Framework:

This framework has been developed to support the diverse engagement we have with our alpine resort partners, stakeholders and communities to deliver:

- A consistent experience of engagement through strong principles and a common language;
- An understanding that *all* resort staff have an engagement role and to provide them with clear guidance and support in this role;
- Support the continuous improvement focus of our engagement vision, policy and action plan

Our engagement framework, [policy](#) and [action plan](#), together with the [Alpine Resorts Strategic Plan 2020](#) help drive good governance and good engagement.

Framework and Action Plan: Our vision is supported through a common framework founded on the following four pillars and two-year action plan.

FRAMEWORK PILLARS	PURPOSE <i>Engagement supports robust decision-making, builds and sustains strong relationships and helps contribute to the success of our alpine resort communities.</i>	POLICY <i>We have a common policy framework and action plan in place to guide a consistent approach to engagement.</i>	PEOPLE <i>We actively support and build the capacity of our staff to provide the skills and resources they need to engage confidently.</i>	PRACTICE <i>Our engagement practice is planned, genuine and effective and is underpinned by best practice principles.</i>
ACTION PLAN	All Actions Combined Full implementation of the Stakeholder Engagement Action Plan aims to achieve purposeful and effective engagement activities across the sector.	Actions 1, 2 & 12 An engagement framework, policy and evaluation plan drives a shared understanding of the importance of engagement and establishes the operating model for continuous improvement, common language and consistent standards across the sector.	Action 3-5 All staff understand the purpose of engagement and have clearly defined roles and responsibilities. Staff capability is developed through training, professional networks and information sharing.	Actions 6—11 Best practice principles and methods are incorporated into engagement planning using common guidelines and toolkits. Opportunities for cross-sector collaboration are identified and a broad spectrum of stakeholders are included.

Roles and Responsibilities:

All staff have an active role in ensuring that we engage in a respectful and meaningful way.

AUTHORISE, LEAD & SUPPORT	PLAN & DELIVER	CHAMPION, SUPPORT & MONITOR
Board Members & Executives	All Staff	Stakeholder Engagement Working Group
Board and senior executive create, lead and resource a supportive engagement culture.	All staff understand the purpose of engagement and have clearly defined roles and responsibilities	The Working Group provides guidance to the sector on stakeholder engagement planning, delivery and evaluation. It co-ordinates and monitors delivery of the action plan and other cross-sector collaborations e.g shared training sessions and engagement toolkit.

Toolkits & Guidelines:

The Stakeholder Engagement Working Group will develop an online library of engagement resources to share with relevant staff across the resort sector to support a consistent and efficient approach to knowledge sharing.

Contents will grow and evolve over time and will include the [VAGO Public Participation Better Practice Guide](#), Engage@DELWP, IAP2 training materials, templates for engagement planning and stakeholder analysis, external engagement provider contacts, survey tools, guidelines for facilitating stakeholder events and simple evaluation feedback forms.

The sector's joint membership of the [International Association of Public Participation](#) (IAP2) provides further professional support.



Our Engagement Principles:

Our engagement is guided by 7 strong principles and based on the premise that those who are affected by a decision have a right to be involved in the decision-making process.

Awareness

Integrity

Openness

Accountability

Inclusiveness

Responsiveness

Transparency

Key Contacts

Mt Hotham ARMB
Falls Creek ARMB

Southern ARMB
ARCC

Buller & Mt Stirling ARMB

Measuring Success:

We know our engagement framework is working when our stakeholders tell us:

- * our engagement activities are purposeful and effective;
- * they trust us to communicate clearly and honestly;
- * they feel listened to;
- * they feel supported to be part of the decision-making process;
- * the negotiables and non-negotiables were made clear;
- * they feel like they know where to find information
- * they know how to contact us and we respond quickly;
- * we close the loop; we are consistent in our approach;
- * we consider stakeholder ideas for improvement.