

Stakeholder Engagement Framework



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Introduction

Purpose

This framework ensures the Shire or Murray delivers a consistent and meaningful approach to stakeholder engagement, ensuring community members and other stakeholders are influential and involved in decision-making that affects their lives and/or business operations.

It ensures an open dialogue between the Shire and its stakeholders, enhances transparency and accountability, strengthens community collaboration and ensures the organisation meets legislative requirements.

It is to be used by internal staff to guide engagement activities. It can also be supplied to external consultants who are delivering consultation on the Shire's behalf. Consultants are expected to deliver activities in line with this framework and the standards set by the Shire.

To foster transparency, the document is available for public viewing on the Shire's website.

Objectives

Through this Stakeholder Engagement Framework, the Shire seeks to:

- ✓ Provide a consistent approach to stakeholder engagement
- ✓ Build capacity within the organisation for strong stakeholder engagement
- ✓ Allow staff to escalate issues and receive advice and/or guidance as required
- ✓ Ensure consultation is meaningful, inclusive, and timely
- ✓ Ensure engagement is undertaken in accordance with industry best practice
- ✓ Foster community engagement, social inclusion, and participation in community life.

Albeit a detailed guide on how to deliver engagement activities at the Shire of Murray, staff are encouraged to exercise their judgement as every engagement is different.

Guiding principles

The Shire's organisational values guide everything we do. As such, stakeholder engagement must be undertaken in a manner that reflects these values.





Respect

For our community

Adopt and maintain a customer focus, serve the community with pride and passion, ensure decisions taken help businesses to thrive, protect our environment and improve quality of life.

For Councillors

Take pride in serving Councillors as the elected representatives of our community; ensure that a sound understanding of the community guides advice to Council.

For colleagues

Approach problems with a we over me mentality, collaborate and support each other to achieve organisational goals.



ည်ဝ Excellence

Be outcomes-focused and innovate, ensure continual learning and growth, build strong relationships, adopt a can-do attitude, be proactive, participatory and inclusive, listen to understand and empower, close the loop.



Accountable

Care about your work, take pride in what you do, own your mistakes and let your learnings guide you to achieve better results and grow, be open and transparent.



Leadership

Be a steward of our community, your team and the organisation, create a positive working environment, take initiative, encourage continual improvement, be agile and adaptive.

In addition, the Shire adopts engagement best-practice standards including the IAP2 Core Values. The IAP2 Australasia Core Values are:

Public participation

- ✓ **Is based on** the belief that those who are affected by a decision have a right to be involved in the decisionmaking process.
- **Includes** the promise that the public's contribution will influence the decision.
- **Promotes** sustainable decisions by recognising and communicating the needs and interests of all participants, including decision makers.
- Seeks out and facilitates the involvement of those potentially affected by or interested in a decision.
- **Seeks** input from participants in designing how they participate.
- ✓ Provides participants with the information they need to participate in a meaningful way.
- ✓ Communicates to participants how their input affected the decision.

Strategic, legislative and policy context

In addition to our guiding principles, the Shire must compliment and support the following:

- Local Government Act 1995
- Planning and Development Act 2005
- Freedom of Information Act
- Disability Access and Inclusion Plan 2023–2028
- Council Plan 2023-2033

- Policy G15 Community Engagement
- Customer Service Charter
- Shire of Murray Writing Style Guide
- · Shire of Murray Brand Identity

Stakeholder engagement



What is stakeholder engagement?

Stakeholder engagement is the process by which public concerns, needs, and values are incorporated into decision-making through the active involvement of stakeholders, to ensure the decisions reflect the collective interests and aspirations of the community or impacted group.



When do we engage stakeholders?



Ask yourself — is this likely to have an impact on an individual or group?

If so, some level of engagement is likely required. An exception to this may be a development application, which meets all requirements under planning frameworks.



What is a contentious issue?

The Chief Executive Officer oversees all contentious issues and an escalation process is provided further in this document.

Within this framework, there are references to 'contentious issues'. To assist in understanding this concept, please refer to the below definition:

Contentious

Adjective

Meaning: Causing or likely to cause an argument; controversial.

Example: The proposal for a new law was highly contentious.

Issue

Noun

Meaning: An important topic or problem for debate or discussion.

Example: The environmental issue of climate change is urgent.

When combined, "contentious issue" refers to a subject, problem, or topic that causes disagreement, debate, or controversy. These are issues that tend to divide opinions and spark strong emotional or intellectual responses.

The Engagement Spectrum

The Shire utilises the IAP2 spectrum to guide how it plans, undertakes and evaluates stakeholder engagement efforts. For simple, less complex, or statutory projects, Inform and Consult levels of engagement are undertaken. For strategic projects, or community programming (i.e. youth or libraries) involve, collaborate or empower can be utilised.

IAP2 Spectrum of Public Participation

	Goal	Methods	Examples
Level	Provide information	Letters, fact sheets, newsletters, public notice, website, social media, emails	Road closure, update to fees and charges
Inform	Obtain feedback	As above plus surveys, submissions, information sessions, open days	Amending local law, changing a facility or service, creating planning frameworks
Consult	Work with the public	As above plus work- shops or focus groups	Developing strate- gies and plans, major infrastructure project
Involve	Partner in decision-making	As above plus advisory groups	Developing significant vision, Council Plan
Collaborate	Decision in hands of public	As above	Service programming i.e. library or youth
Empower			

Engagement planning

Prior to any stakeholder engagement, the Shire undertakes the following:

Identify the need for engagement

Identify a need and seek approval to proceed

✓ Determine engagement level and methods

Select appropriate engagement strategies

✓ Develop and implement engagement plan

Outline steps, timelines, and responsibilities

✓ Identify stakeholders

Determine who will be affected or interested

Define purpose and scope

Articulate objectives and boundaries of the engagement

During and after any stakeholder engagement. The Shire undertakes the following:

✓ Monitor and evaluate

Assess the effectiveness of engagement

✓ Report back to stakeholders

Communicate outcomes and how input was used

Shire representatives follow the below steps to plan for, undertake and evaluate an engagement campaign.



2 Prepare

Prepare engagement materials

3 Implement

Implement engagement activities

4 Evaluate

Evaluate findings

Close the loop



Roles and responsibilities

Person	Role	Responsibilities
Project officer	Project and engagement lead	 Develop engagement plan Risk assessments Develop materials and surveys Create FAQs for internal teams Manage project/engagement webpages Organise workshops/forums Arrange approvals Implement and evaluate engagement Escalate contentious issues Recordkeeping Liaise with impacted internal teams
Manager	Project support	 Approve engagement checklist or plan (inform/consult) Approve materials Approve expenditure Escalate contentious issues
Director	Project sponsor	 Approve engagement plan (involve/collaborate/empower) Provide issues management advice for contentious issues Escalate contentious issues Submit Consultation Plan / Checklist to the Chief Executive Officer
Communications	Advisors and communication support	 Provide reputation management advice for contentious issues Promote engagements System access and training
Governance	Advisor	Provide advice on statutory requirementsFreedom of Information requests
IΤ	Data support	Supply custom databasesSystem access and trainingGeohub help
Customer Service	Data support	Records management advice
CEO	Executive leadership	Oversee contentious issues
Council	Community leadership	 Attend Council briefing meetings Attend open community forums Encourage participation in official Shire feedback mechanisms (surveys etc)

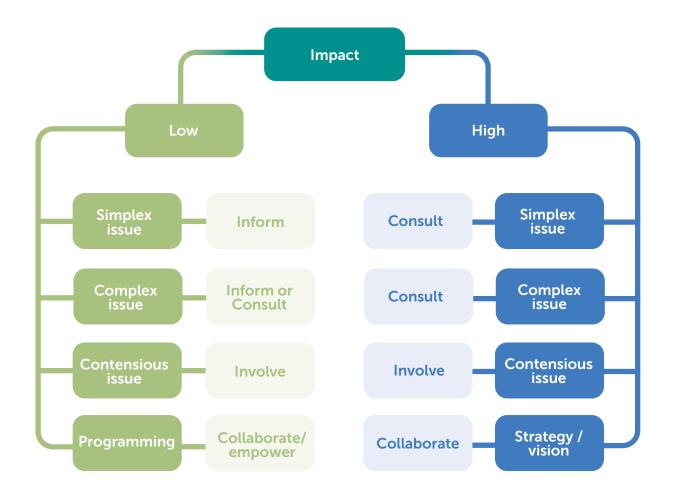
Step 1: Plan

- Identify
- > Develop
- > Considerations



1a. Identify level of engagement

Prior to any stakeholder engagement, review the following to identify a suitable level of engagement:





Once you have identified your level of engagement, please advise the Coordinator Marketing and Communications to ensure the project is captured in the team's schedule for promotion.

1b. Develop stakeholder engagement plan



The below table explains when these documents are utilised.



Project plan

When the project falls within the scope of the Shire's Project Management Framework, engagement activities are captured within the broader Project Plan.

This prevents internal staff from being required to develop two separate plans and ensures engagement is considered as part, and at the beginning, of Shire projects.

The Shire's Project Management Framework provides various templates depending on the scope of the project.



Stakeholder engagement plan

If the project is considered 'business as usual' and does not fall under the scope of the Project Management Framework, the Shire will utilise its Stakeholder Engagement Plan template.



Stakeholder engagement checklist

When the project is simple, low impact and considered administrative the Shire's one-page engagement checklist should be used.

If the engagement is being undertaken to fulfil administrative requirements under legislation i.e. via the WAPC, the Shire will refer to the relevant agency requirements and add these required actions to the engagement checklist.

Considerations

Use this checklist to guide the development of effective plans for projects.

Have you defined the purpose and scope of engagement?
Have you identified and mapped all relevant stakeholders?
Have you determined the appropriate level of engagement (IAP2 Spectrum)?
Have you referred to the Shire's Project Management Framework?
Have you considered legislative or policy requirements (e.g. Local Government Act 1995)?
Have you allocated sufficient time and resources for engagement activities?
Has the correct person approved your plan?
Have you pre-empted potential concerns for each stakeholder group?
Have you escalated any contentious issues?
Have you liaised with the Communications and Marketing Team to ensure your engagement is scheduled for promotion?
Have you considered whether Council needs to be briefed in this activity?
Has your Director provided a copy of the Consultation Plan / Checklist to the Shire's Chief

Step 2: Prepare

- > Prepare
- Source
- Considerations



2a. Prepare engagement materials





Online surveys



Engagement project pages, public notices



Brochures and flyer template

Access to these systems and training can be requested via the Digital Communications and Marketing Officer.

When creating documents, ensure documents are accessible for a wide variety of community. Consider language and formats as this will assist a diversity of people.

Culturally appropriate and inclusive engagement

Ensure strategies:

- ✓ Are accessible for all, including Aboriginal peoples, youth and seniors
- ✓ Ensure materials and venues are accessible to people with disabilities
- ✓ Provide translation services for culturally and linguistically diverse groups communities
- ✓ Use appropriate language, refer to the Shire's Writing Style Guide for helpful tips on how to achieve this.

2b. Source data

Ensuring stakeholder data is current and accurate is critical. While the project officer will likely have their own stakeholder list, they can gain access to a number of data points including:

- Residential and property owner data is available via GeoHub.
 Contact the Coordinator Business Systems for assistance.
- ✓ The Shire's newsletter and business database is available via Dilate Digital.

 Contact the Digital Communications and Marketing Officer for assistance.

At this step, it is important to cross-reference and double check your data. Consider key stakeholders and confirm they are correctly in your database.

Considerations

Use this checklist to guide the development of successful engagement materials.
Are the engagement tools accessible and inclusive?
Are materials clear, engaging, and easy to understand?
Have you scheduled activities at suitable times and venues?
Have you reviewed your dataset and confirmed all relevant stakeholders are included?
Have you gained access to the systems you need?
Have your materials been approved by the correct person?
Did you use the correct Shire letter templates?
Did you include the following details in all materials?
Consultation start date Project lead contact details
Consultation end date Details of online source for further information i.e. murray.wa.gov.au/publicnotices
Have relevant staff been briefed and assigned roles?
Have you informed all relevant internal teams and provided FAQs to the following people:
Customer Service Record Keeping
Communications and Marketing Administrative support
Business Systems
Did you identify any contentious issues and escalate these?

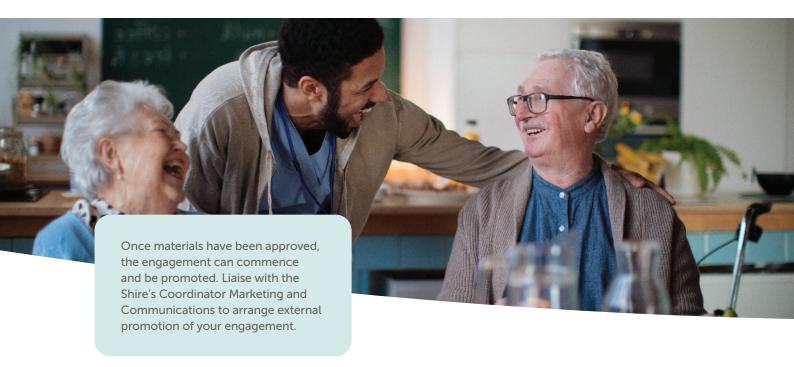


Step 3: Implement

- > Implement
- > Gather
- Considerations



3a. Implement engagement activities



Depending on your level of engagement, the following are a few examples of tactics that may be utilised:





Media release



On-site signage



Shire website



Social media



Newsletters (internal and external)



Advertising (Public Notices are managed by the project officer)

3b. Gather feedback

At this stage, simply ensure all your materials are distributed and your feedback mechanism (i.e. online survey or public notice) is live/published. It is essential to capture contact details of participants and ensure they are updated throughout the project.

Considerations

Use this checklist when implementing engagement plans.

Have you told the Communication and
Marketing Team that engagement is open

	Are you	performing	your	recordkeeping
,	duties?			

Are communication channels live
(e.g. website, public notice)?

	Did you identify a	any	contentious	issues	anc
	escalate these?				

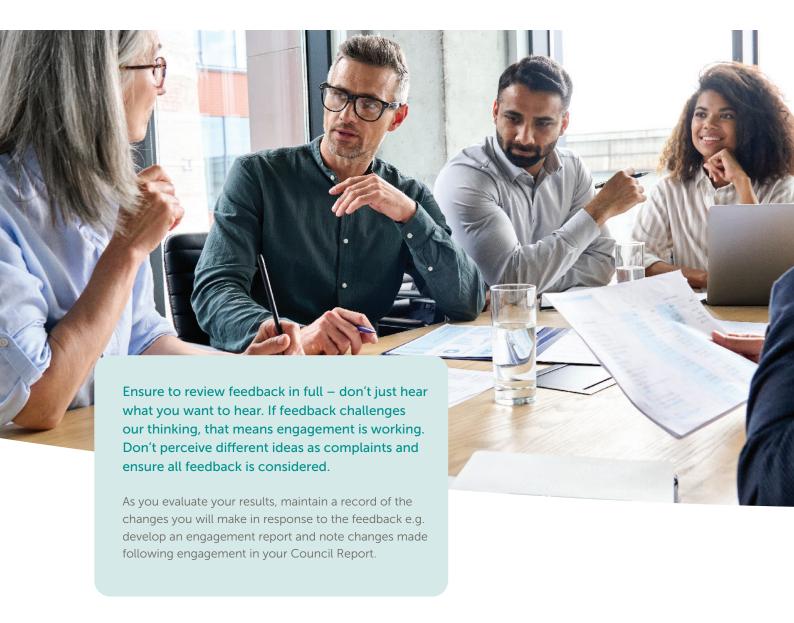
(
	Are	you	docum	enting	all	feedback	received

Step 4: Evaluate

- > Evaluate findings
- > Close
- > Evaluate engagement
- Considerations



4a. Evaluate findings



4b. Close the loop

Once you have completed your engagement report, make this accessible to your participants. This serves to close the loop on engagement and demonstrate to community that we have listened.

Some options for closing the loop include:

- Publishing an engagement report on your project page
- Writing thank you letters to workshop participants
- Publishing findings in the Shire's newsletters

4c. Evaluate engagement effectiveness

A debrief will enable the project officer to discuss successes and lessons learned that will improve future engagements. When evaluating the success of engagement, consider reviewing the following as datapoints that can provide insights into engagement effectiveness:



Feedback on this Stakeholder Engagement Framework can be submitted to the Executive Manager Strategy and Engagement at any time.

Considerations

Use this checklist to guide the evaluation of engagement efforts.

Have	e you analysed and summarised the feedback accurately?
Have	e you reported back to participants on what was heard and how it will be used?
Have	e you published outcomes in an accessible format (e.g. report, summary, webpage)?
Have	e you assessed the success of engagement activities against objectives?
Have	e you gathered stakeholder feedback on the process?
Have	e you identified lessons learned for future engagement?

Have you updated internal systems or templates based on evaluation?

Contentious issues escalation

The following outlines how contentious or high-risk issues are identified early, addressed consistently, and escalated appropriately within the Shire during a stakeholder engagement campaign.



1. Identification

Trigger

A team member, manager, or external stakeholder identifies an issue that is:

- Politically sensitive
- Legally risky
- Ethically controversial
- Likely to attract negative public attention
- Could significantly affect operations or stakeholders
- Has a high likelihood that a Councillor may be contacted

Action

- Document the issue in writing (email, report, incident form)
- Notify the immediate supervisor or designated point of contact

2. Initial assessment

Responsibility

Manager or Director

Assessment Criteria

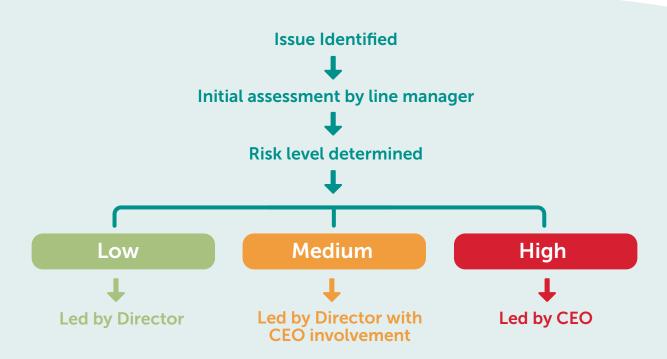
- Nature and sensitivity of the issue
- Stakeholders involved (internal/external)
- Potential legal, financial, reputational impact
- Urgency and required response time

3. Outcome

Low
Handle at department level with Director engagement

Medium
Director escalates to CEO

High
Director escalates to CEO



Appendices

Stakeholder engagement plan template

Stakeholder engagement checklist template

Engagement considerations list

Engagement letter template

Public notice template





Stakeholder engagement plan

Project title

Prepared by: Name, Position Title

Project overview

Budget code: Insert

Project lead: Name (This will usually be a Shire officer, unless the project is considered contentious or political. If this is the case the project lead must be the Department manager. **Project sponsor:** Insert name. If the Project lead is a department manager, the sponsor will be the Department Director. In all other cases, the project sponsor will be the department manager.

Consultation start date: Insert Consultation end date: Insert

Background

Insert an overview of your project here, including details of any funding arrangements that will need to be acknowledged in communications.

Engagement objectives

List your objectives here. Remember, the overarching goal must always be to offer community the opportunity to have input into something that my impact them, and for us to listen. Other possible objectives are listed below for consideration – please make them specific to your project.

- Meet legislative requirements
- Validate project activities will meet community expectations
- Minimise negative impacts to stakeholders
- Minimise and mitigate risks / contentious issues

Key Performance Indicators

KPI	Monitoring responsibility
How will the consultation effectiveness be measured? For example, a KPI could be: • Meeting statutory requirements • Meeting consultation processes • Consultation is fit for purpose and accessible • Meeting reasonable timeframes • Number of submissions • Engagement with online platforms	Insert name

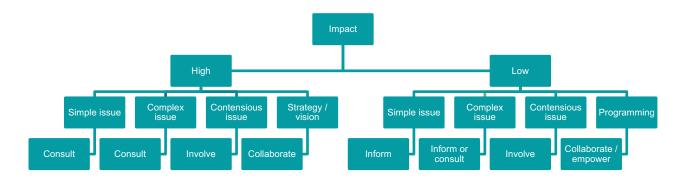


Stakeholders

Stakeholder type	Group/individual
List your stakeholders here. Examples are given below to prompt planning.	Adjust the below suggestions to be specific, i.e. don't just include the broad term 'politician', instead state which politician specifically will require a briefing.
External	Community (local) Community (Murray-wide) Landowners / Property owners Business Traditional owners
Government	Member for Murray-Wellington Politicians Neighbouring local governments State Government Dept e.g. WAPC, Department of Education, Main Roads
Agencies	Western Power Alinta ATCO Peel Chamber of Commerce and Industry Peel Development Commission
Community group	Pinjarra Football Club Murray Playgroup Community associations Murray Historical Society etc
Internal	Elected members Executive leadership Group Management Group Operational Leadership Group



Stakeholder mapping



Stakeholder	Impact	Engagement level	Tools
List stakeholders individually here. Examples are given below to assist but you will need to add specific stakeholders identified in your above table.	Choose from: Low, Medium, High or Contentious issue	Select the relevant level of engagement as per the above mapping matrix.	List your required and preferred consultation methods below.
Murray-wide community	Low	Inform	Letters, fact sheets, newsletters, public notice, website, social media, emails
Sports club Resident associations	Medium	Consult	As above plus surveys, submissions, information sessions, open days
Residents	Medium / Contentious issue	Involve	As above plus workshops or focus groups
Working group	Medium / High	Collaborate	As above plus advisory groups
Reference group	High	Empower	As above



Timeline

Date	Task	Lead	Complete
Insert deadline date, not start date.	List here all the consultation tasks associated with your project. Examples are given below for prompts.	Place name here of the person responsible for task. Some examples are given below, please adjust depending on your project.	Y/N
1/1/2026	Council Briefing	Dept Director	Υ
1/1/2026	Council Meeting	Dept Director	Υ
1/1/2026	Management Group Update	Dept Manager	Υ
1/1/2026	Operational Group Update	Dept Coordinator	Υ
1/1/2026	Email customer service to advice consultation dates and webpage	Project Officer	Υ
1/1/2026	Consultation opens		
1/1/2026	Public Notice in paper	Admin Assistant	Υ
1/1/2026	Public Notice on website	Admin Assistant	Υ
1/1/2026	Public Notice on noticeboards	Admin Assistant	Υ
1/1/2026	Website consultation page created	Project Officer	Υ
1/1/2026	Online survey published	Project Officer	N
1/1/2026	Letters sent	Project Officer	N
1/1/2026	Information session	Project Officer	N
1/1/2026	Install signage	Project Officer	N
1/1/2026	Media release	Communications	N
1/1/2026	Social media	Communications	N
1/6/2026	Consultation ends		



Preparation and Endorsement

Plan prepared by: Name, Position Title	
Plan Endorsed by: Department Manager	
Manager Name	Date
Is this project contentious or political in nature? I Director and signed below. This plan must also be with a full briefing.	
Plan Endorsed by: Department Director	
Director Name	Date



Engagement checklist

Project title

Prepared by: Name, Position Title

Project overview

Budget code: Insert

Project lead: Name (This will usually be a Shire officer, unless the project is considered contentious or political. If this is the case the project lead must be the Department manager. **Project sponsor:** Insert name. If the Project lead is a department manager, the sponsor will be the Department Director. In all other cases, the project sponsor will be the department manager.

Consultation start date: Insert Consultation end date: Insert

Background

Insert an overview of your project here, including details of any funding arrangements that will need to be acknowledged in communications.

Stakeholder	Task	Lead	Date
	Website public notice	Admin Assistant	1/1/25
	Public Notice in newspaper	Admin Assistant	
	Public Notice on noticeboards	Admin Assistant	
	Public notice in Murray News	Communications	
	Letters sent	Project Officer	
	Install signage	Project Officer	



is

Consultation considerations

Step 1 - Plan
 ☐ Have you defined the purpose and scope of engagement? ☐ Have you identified and mapped all relevant stakeholders? ☐ Have you determined the appropriate level of engagement (IAP2 Spectrum)? ☐ Have you referred to the Shire's Project Management Framework? ☐ Have you considered legislative or policy requirements (e.g. Local Government Act 1995)? ☐ Have you allocated sufficient time and resources for engagement activities? ☐ Has the correct person approved your plan? ☐ Have you pre-empted potential concerns for each stakeholder group? ☐ Have you liaised with the Communications and Marketing Team to ensure your engagement scheduled for promotion? ☐ Have you considered whether Council needs to be briefed in this activity?
Step 2 - Prepare
 □ Are the engagement tools accessible and inclusive? □ Are materials clear, engaging, and easy to understand? □ Have you scheduled activities at suitable times and venues? □ Have you reviewed your dataset and confirmed all relevant stakeholders are included? □ Have you gained access to the systems you need? □ Have your materials been approved by the correct person? □ Did you use the correct Shire letter templates? □ Did you include the following details in all materials? □ Consultation start date □ Consultation end date □ Project lead contact details □ Details of online source for further information i.e. murray.wa.gov.au/publicnotices □ Have relevant staff been briefed and assigned roles? □ Have you informed all relevant internal teams and provided FAQs to the following people: □ Customer Service □ Communications and Marketing □ Business Systems □ Record Keeping □ Administrative support □ Did you identify any contentious issues and escalate these?
Step 3 - Implement
☐ Have you told the Communication and Marketing Team that engagement is open?

☐ Are communication channels live (e.g. website, public notice)?

☐ Are you documenting all feedback received?
☐ Are you performing your recordkeeping duties?
☐ Did you identify any contentious issues and escalate these?
Step 4 – Evaluate
☐ Have you analysed and summarised the feedback accurately?
☐ Have you reported back to participants on what was heard and how it will be used?
☐ Have you published outcomes in an accessible format (e.g. report, summary, webpage)?
☐ Have you assessed the success of engagement activities against objectives?
☐ Have you gathered stakeholder feedback on the process?
☐ Have you identified lessons learned for future engagement?
☐ Have you updated internal systems or templates based on evaluation?



Ref:

27 August 2025

John Smith 54 Smith Street Pinjarra WA 6210

Dear Mr Smith,

Title

At the Shire of Murray, we are working to make Murray an outstanding place for community, lifestyle and opportunity. Part of this is to add in sentient to introduce why you are undertaking your project.

As a result, the Shire is *briefly describe your project/initiative in two sentences*.

As a local resident/business/land owner, I invite you to participate in our consultation regarding the above. You can do by *list here how people can engage i.e. provide a direct weblink or point them to a submission form.*

Alternatively, you can submit your comments online, via email or post at:

- murray.wa.gov.au/publicnotices
- mailbag@murray.wa.gov.au
- Shire of Murray, PO Box 21, Pinjarra WA 6208

The Shire's consultation period runs until **insert time and date here and retain bold text** and I encourage you to provide your input so your feedback can be considered as part of our process.

Thank you, I look forward to hearing from you.

Yours faithfully/sincerely,

Name

Position

Community Lifestyle Opportunity

ABN: 16 036 156 261

Submission form



Title of project delete if not required

Please return this form addressed to Chief Executive Officer via the below options.

Post: PO Box 21, Pinjarra WA 6208Email: mailbag@murray.wa.gov.au

Submission required by **Insert date**

Before completing this form, please refer to privacy statement at bottom of page

Name:	Email:	
Postal Address:	Phone:	
	w your interests are affected, whether as a private citizen, on behalf of as an owner or occupier of property)	
Submission: (Give in full your additional sheets if necessary	omments and any supporting documents – continue on	
Signature:	Date:	

PRIVACY STATEMENT

Please note: The Shire of Murray is subject to the Freedom of Information Act 1992 and as such, submission may be subject to applications for access under the Act. Copies of your submission, including name and address may be made public and included in the minutes of Committee/Council meetings unless otherwise requested that this not occur.

Community Lifestyle Opportunity

ABN: 16 036 156 261



Title (Keep it short – 5 words or less is best)

The Shire of Murray is *insert a few words to describe your initiative* and is seeking community feedback on the amendments.

The purpose of this is to provide *insert the purpose of your activity in one sentence*. The effect of this is *insert the effect of your activity in one sentence*.

To ensure there is an array of opportunities to provide feedback, the Shire has made copies of the proposal, comment submission forms, frequently asked questions, and relevant policy documents in the following locations:

- Shire of Murray Administration Office, 1915 Pinjarra Road, Pinjarra
- Murray Library, cnr Pinjarra Road and Forrest Street, Pinjarra
- murray.wa.gov.au/publicnotices (edit link url according to your project)

The Shire invites comment from the community until insert time and date the consultation closes. Comments can be submitted to the Shire of Murray Chief Executive Officer online, via email or post at:

- murray.wa.gov.au/publicnotices
- mailbag@murray.wa.gov.au
- Shire of Murray, PO Box 21, Pinjarra WA 6208

Dean Unsworth

Chief Executive Officer

