



Stakeholder Engagement Approach – Overview

Foreword from the Chair

Gippsland Ports manages ports and waterways on behalf of the Victorian community. We work with many people — Traditional Owners, port and waterway users, local communities, industry and government — and we do our best work when we listen early.

This Stakeholder Engagement Approach sets out what you can expect when you engage with us. It explains the different ways we involve stakeholders, and how we match engagement to the decision, the risks and our obligations.

We value respectful, practical input. We will be clear about what level we will engage with you within the IAP2 spectrum, i.e. Inform/Consult/Involve/Collaborate/Empower and how we will report back on what we heard.

Thank you for taking the time to engage with Gippsland Ports.

Robin Buckham Chair, Gippsland Ports

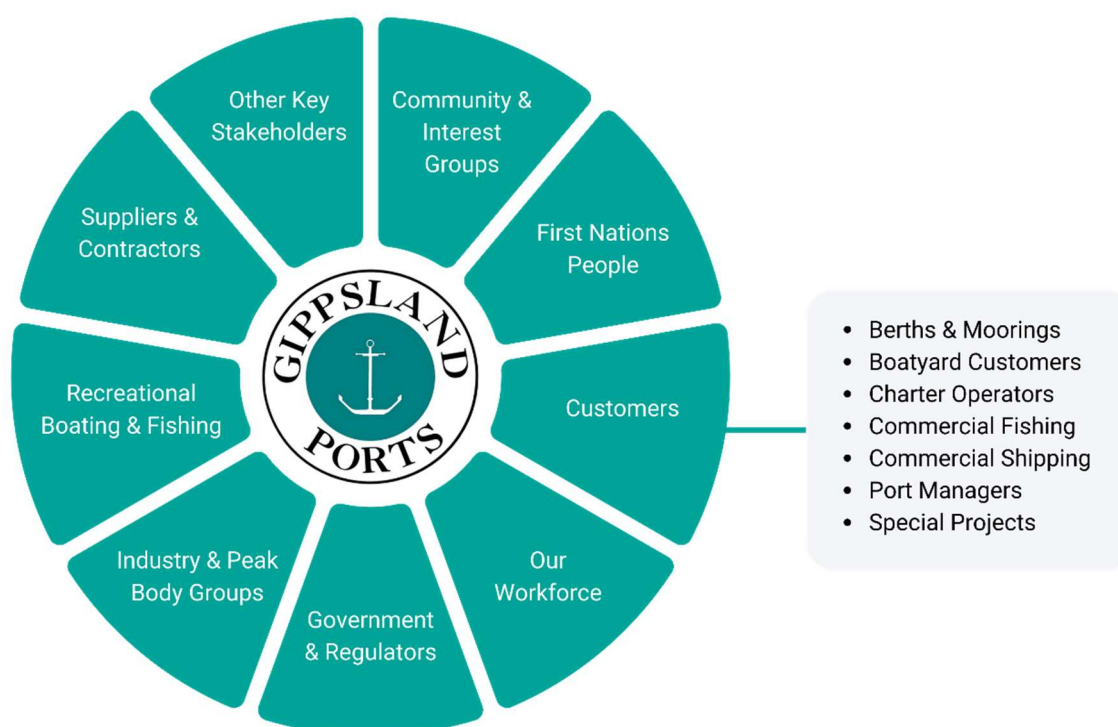
Acknowledgement of Country

We acknowledge the Gunaikurnai and Bunurong people, and all Traditional Owners of Country and their connections to land, sea, and community where Gippsland Ports operates. We pay our respect to Elders past and present and extend that respect to all Aboriginal peoples.

Purpose of this Document

The Gippsland Ports Stakeholder Engagement Approach explains why, when, and how we engage with stakeholders. It sets out our principles and commitments in line with IAP2, and helps stakeholders understand how engagement is tailored to the context, timeframe, and nature of our work.

Who we engage with





When we engage

Engagement typically occurs early in a project or initiative, providing opportunity for stakeholders to contribute input appropriate to the nature of the decision and the level of engagement being undertaken. Engagement may occur across multiple stages, noting some timeframes are set by legislation or safety requirements.



How we engage (IAP2 spectrum)

Level	Our goal	Our promise
INFORM	Provide balanced, objective information to help understanding.	We will keep you informed.
CONSULT	Obtain feedback on analysis, alternatives, and/or decisions.	We will acknowledge feedback and explain how it influenced decisions.
INVOLVE	Work directly with stakeholders to ensure concerns are understood and considered.	We will reflect your input and report back on influence.
COLLABORATE	Partner in developing alternatives and identifying preferred solutions.	We will incorporate your advice to the maximum extent possible.
EMPOWER	Place final decision-making in stakeholder hands where appropriate.	We will implement what you decide.

Typical methods of engagement

Methods are tailored to each project and may include public notices, website updates, social posts, surveys, drop-in sessions, workshops, reference groups, co-design sessions, and delegated decision-making where appropriate.

Integrity, records and systems

Engagement is ethical and transparent. Privacy, information security and records management requirements are observed, and engagement activities are documented using approved, version-controlled processes.



Our Stakeholder Engagement Framework



Stakeholder Engagement Approach

This is the overarching document that sets the standards and principles of Stakeholder Engagement at Gippsland Ports.



Stakeholder Engagement Guidance Manual

The Manual provides relevant guidelines, tools, and templates for Gippsland Ports' to enable them to undertake engagement activities in a consistent and considered manner.



Stakeholder Engagement Plan Pack

This is our controlled document containing mandatory templates for planning, recording, and reporting engagement.



Gippsland Ports Websites

Gippsland Ports' websites serve as repositories of information for stakeholders to readily access.

Applying the Plan (at a glance)

Step	What to do	Tools	Outputs
1. Define	Clarify purpose, scope, decisions to be influenced.	Guidance Manual + templates	Engagement brief
2. Map	Identify stakeholders and analyse interests/impacts.	Stakeholder mapping tool	Stakeholder register
3. Design	Select level(s) of engagement and methods; set timelines.	IAP2 spectrum; method guides	Engagement plan
4. Deliver	Execute activities and capture feedback.	Guide + Templates	Participation records; feedback log
5. Report	Close the loop—explain how input influenced decisions.	Guide, Templates; website updates	Outcomes summary; communications
6. Improve	Evaluate and refine approach for future work.	Guide + Templates	Continuous improvement actions