

# STAKEHOLDER ENGAGEMENT FRAMEWORK



## PURPOSE OF THIS FRAMEWORK

This framework structures our investment in and approach to engagement – to support the best outcomes for South Australian children and young people.



### Our vision

Provide world-class education that achieves growth for every child and student in every preschool and school.



### Who we are

We provide integrated, high-quality services to South Australian children and young people across early childhood, education and training. We support young South Australians through their transition to adulthood, in all communities.



### Who our stakeholders are

Those who can inform or who are affected by the decisions we make and the services we implement.

## WHY WE ENGAGE

The Department for Education's ambition is for world-class education.

However, we cannot achieve world-class education alone – we need to consider and account for diverse perspectives on issues related to education in South Australia.

A quality approach to engagement is essential.

We engage to understand stakeholders, and work effectively with them, so that we can:

- accurately identify and understand issues and opportunities
- hear diverse perspectives on issues facing public education in South Australia
- design and deliver policies, programs and services that work for those they affect
- ensure that those who have a stake in our work, understand and support that work
- make it easy to do business with us by offering clear and transparent engagement opportunities.

## OUR PRINCIPLES OF ENGAGEMENT

We apply a considered, principles-based approach to engagement.

- **Principle 1:** We know why we are engaging
- **Principle 2:** We know who to engage
- **Principle 3:** We know the history
- **Principle 4:** We start together
- **Principle 5:** We are genuine
- **Principle 6:** We are relevant and engaging ([bettertogether.sa.gov.au](http://bettertogether.sa.gov.au))

## OUR APPROACH

# 1

### Aligned to strategy

Engagement is considered at all stages of decision-making and is part of strategic leadership.

# 2

### Engage with purpose

Our purpose in engaging is clear and specific. It makes clear the role stakeholders can play in decision-making.

# 3

### Knowing our stakeholders

We invest in relationships in order to understand the interests and needs of stakeholders, and to find opportunities to collaborate.

# 4

### Clear planning, great execution

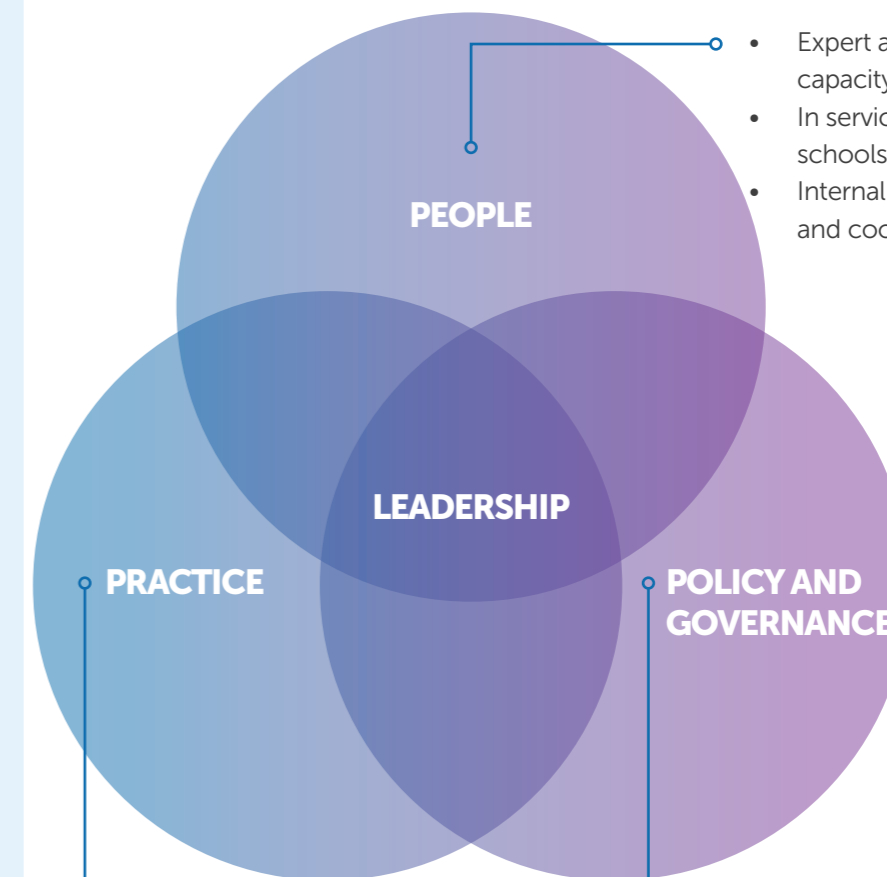
We plan engagement. We use high-quality techniques aligned to global leading practice, and we 'close the loop'.

# 5

### Effective structures

We use structured engagement, including expert advisory panels and reference groups. We also use networking, relationships and standalone engagement approaches to ensure we are reaching those with a stake in our work.

## OUR INVESTMENT



- Expert advice and capacity building
- In service of preschools, schools and children's centres
- Internal collaboration and coordination

PRACTICE

- Engagement plans
- Stakeholder engagement guidelines
- Communities of practice
- Stakeholder database and relationship management system
- Stakeholder engagement reviews
- Relationship and issue management

POLICY AND GOVERNANCE

- Strategic Plan
- Strategic Policy Model
- Project and change management framework
- Reconciliation Action Plan and Aboriginal Voice Framework
- Governance Framework and Operational Policy Framework
- Better Together principles
- Public Sector – 'Easy to do business with'
- Culturally Responsive Framework

## UNDERPINNED BY

### Reconciliation and inclusion

When we engage, we consider culture, language, diversity, accessibility, opportunity to participate, timing, communication barriers, age and learning styles and tools that are engaging and welcoming. Our Reconciliation Action Plan underlines our commitment to listen to Aboriginal voices, feedback and views as a part of decision-making.

### Adherence to leading quality standards

We align with the Better Together framework, which provides a consistent approach to best practice engagement for all South Australian public sector agencies. We follow International Association for Public Participation approaches, and align to industry standards.

### People and practice

We invest in our people, our systems and practice excellence to embed quality into engagement. We evaluate our efforts to inform areas of strength and invest in continuous improvement to ensure we are easy to do business with.