

Stakeholder Management Services

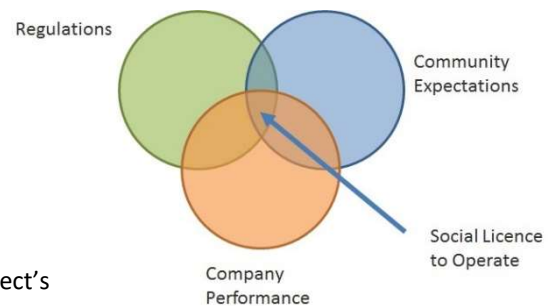
The stakeholder environment

The stakeholder environment can be diverse and challenging. Developers are required to engage with Government, Regulators, NGOs, businesses as well as the broader community to secure important regulatory approvals, and as a core function of their social licence to operate.

PR PERTH has unmatched experience in the provision of consultancy services to the mining, industrial and property sectors in Western Australia. We work collaboratively to enhance clients' understanding of stakeholder audiences at a national and state level, helping them better manage stakeholder expectations and increase understanding and awareness of their projects and business goals. Our strategies are designed to be sustainable, building genuine two way relationships between our clients and their key audiences.

Our services

PR PERTH offers the full spectrum of stakeholder management services, from identification and analysis, through to consultation and evaluation:



Communication planning - how and when to engage

Knowing how and when to engage stakeholders is vital to a project's successful outcome. PR PERTH can develop holistic communication plans to ensure your consultation is considered, targeted and aligned to broader business or project objectives.

Stakeholder identification and analysis

Who will your project impact? Who will be the beneficiaries? Which levels of government do you need to engage? PR PERTH will work with your project team to carefully address these questions, scan the stakeholder environment and categorise stakeholders relevant to their likely interest in and influence over your project.

Stakeholder engagement tracking

PR PERTH will develop and validate stakeholder contact databases, to ensure your message reaches the right audiences in a timely fashion. We can also record and document the outcomes of your stakeholder engagement program, tailoring these records to meet regulatory requirements. PR PERTH will track and evaluate your stakeholder management program by documenting the status of each relationship as the consultation program progresses.

Issues management

PR PERTH provides stakeholder engagement services around major projects, developments and changes, some of which are not always immediately welcomed by local communities. Through dedicated issues management tools including risk registers and positioning papers, PR PERTH can identify, track and mitigate reputational risks associated with your project and put in place strategies to minimise reputational damage. Each of our communications plans are underpinned by clear and robust key messages, designed with clear consideration to stakeholders' concerns and aspirations.

Engagement with Government

Through our detailed understanding of political processes and sensitivities, coupled with our extensive range of contacts at Federal and State level, we help our clients navigate the challenging political environment, avoiding potential pitfalls and building support with the audiences that matter.

Consultation organisations and facilitation

PR PERTH can relieve the administration and organisational burden from your team by managing the organisation of stakeholder meetings, workshops and other consultation events. We can also provide skilled, experienced facilitators to bring clients and their stakeholders together, ensure meetings flow smoothly and achieve mutually beneficial outcomes.

Stakeholder engagement collateral

From fact sheets to online content and event displays, PR PERTH can assist clients to develop the tools central to a successful consultation program.

Our experience

PR PERTH currently provides stakeholder management services to multi-national oil and gas operators, major property developers and mining companies. We help our clients:

- Design and manage formal public comment periods for environmental and development approvals including recording all communications contacts and stakeholder and community feedback.
- Create contact and stakeholder comment reports as appendices to submissions to regulators.
- Identify and consult with stakeholders relevant to Oil Spill Emergency Plans and gather contact details for emergency response lists.
- Design and facilitate stakeholder identification workshops and creation of stakeholder issues matrix.
- Identify and evaluate reputational issues and risks.
- Organise, facilitate and document meetings with key political and regulatory representatives at all levels of government.
- Achieve stakeholder and community support for projects through direct engagement with communities impacted by development.



For more information on PR PERTH Stakeholder Management Services please contact Tim Larcombe on 0403 819 781 or tim@prperth.com.