



STAKEHOLDER	HOW WE ENGAGE	PREVALENT ISSUES	OUR RESPONSE INCLUDES
<i>Clients</i>	<ul style="list-style-type: none"> - Website - Customer feedback and complaints - Social media - Client contact: face to face, community engagement, phone, email and letter communications. 	<ul style="list-style-type: none"> - Client financial hardship - Client service standards - Accessibility and inclusion for service delivery - Addressing complaints and feedback - Mandatory reporting of elder abuse, disability and children and young people's safety. - Culturally sensitive supports for decision making 	<ul style="list-style-type: none"> - Annual Report highlighting client survey results, service improvements for client rights, will and preferences and investment returns. - Consultation with clients on services and obligations for represented persons. - Supported Decision Making through 1:1 client account management. - Client Safety Handbook – guidelines on trauma informed responses, diversity and inclusion, and vulnerable people.
<i>Employees</i>	<ul style="list-style-type: none"> - Employee satisfaction surveys - Team meetings and 1:1 support - MyPT intranet updates on training and development and health and wellbeing. - WHS committee and Psychosocial hazard management working group 	<ul style="list-style-type: none"> - Health and safety risk awareness and mitigation strategies - Accommodation issues - Flexible working arrangements - Talent attraction and retention - Organisational restructure - Simplifying outdated systems and processes - Unplanned leave 	<ul style="list-style-type: none"> - Employee safety monitoring and incident reporting mobile app. - Continuous improvement in WHSW through a psychosocial hazard management working group. - Updated People & Culture policy and procedures to implement changes to legislation. - Employee Engagement Handbook for benefits and entitlements. - Performance development planning
<i>Non-government organisations (NGO's)</i>	<ul style="list-style-type: none"> - Stakeholder reference group - Conferences - Written correspondence - 1:1 consultation 	<ul style="list-style-type: none"> - Consistency in service standards - Implementation of legislative changes - Policies and procedures reflect client service charter 	<ul style="list-style-type: none"> - Executive engagement in developing & implementing service standards - Feedback on issues that affect vulnerable client groups - Input into policy development - Alignment with organisational values



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<i>Industry stakeholders</i>	<ul style="list-style-type: none"> - Investment management consultancy - Service providers client management consultation 	<ul style="list-style-type: none"> - Implementation of reviews, reforms and Royal Commissions of enquiry 	<ul style="list-style-type: none"> - Annual reports - News and updates - Client account statements and reports - Services, fees and charges information
<i>Industry Councils</i>	<ul style="list-style-type: none"> - Meetings - Regulatory reporting - Policy and trend analysis - Trustee services national engagement. - Submissions - Australian Guardianship Administration Council (AGAC) 	<ul style="list-style-type: none"> - Industry-specific reporting obligations - National standards - Implementing outcomes of Royal Commissions of Enquiry. - State/National legislative changes 	<ul style="list-style-type: none"> - Sharing information across all states - Collaboration through national dialogue - Advice to government - Promote consistency in terminology nationally - Inter-state cooperation and recognition - Protocols and adopted standards - Submissions to Royal Commissions of Inquiry
<i>Suppliers</i>	<ul style="list-style-type: none"> - Tender correspondence - Contractor inductions - Emails, letters and phone - Meetings and service callouts - Property management meetings - Procurement and invoice processing 	<ul style="list-style-type: none"> - Employment entitlements and WHSW obligations - Procurement obligations iaw Treasurer's instructions for GBE's. - Crown Law requirements for lease and service agreements - Tenancy obligations for property management 	<ul style="list-style-type: none"> - Contractor Management Toolkit, induction form for risk management and WHS compliance. - Licences and professional registrations - Crown law advice received on contract obligations - Voluntary Modern Slavery Statement in development. - Property maintenance schedule
<i>Government Shareholding Minister (Treasury)</i>	<ul style="list-style-type: none"> - Board engagement - CEO engagement - Performance assurance meetings. - Continuous disclosure of material matters, operations, targets, policy issues, customer and environmental issues. 	<ul style="list-style-type: none"> - Community Service Obligations (CSO) - Sound commercial practices - Review of governance structure - Transparency of cost and price information 	<ul style="list-style-type: none"> - See key dates (GBE TI's p.2) - Quarterly reports (Sep, March and June) - Half-yearly reports by 28 Feb. - Annual report and statement of compliance by 31 Oct. - No requirement for an AGM. - CSO annual reviews for effectiveness and efficiency.



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<i>Agency (OPG)</i>	<ul style="list-style-type: none"> - CEO engagement - Conferences and industry events - Stakeholder Reference Group - Client Account Management attendance 	<ul style="list-style-type: none"> - Legislative changes to implement supported decision making - Royal commissions of enquiry - Review of Public Trustee governance structure 	<ul style="list-style-type: none"> - Targeted engagement as part of stakeholder network liaison - 1:1 consultation regarding governance, legislation and policy implementation - Client Account Managers and PST Manager liaison regarding Tribunal processes and outcomes.
<i>Tribunal (TASCAT)</i>	<ul style="list-style-type: none"> - Formal consultation with CEO in accordance with law. - CAMS' attendance at Tribunal hearings. 	<ul style="list-style-type: none"> - TASCAT Reporting requirements under new legislation. - 'Decision-making ability' assessment – s11 of the GAA Act. 	<ul style="list-style-type: none"> - All reports are provided in accordance with legislation to required timeline. - TASCAT Administrator's Annual Report - Financial Summary - Review Order Application - Facilitate other supporting documentation - Health Professionals Report (HPR) – Guardianship and Administration
<i>Community groups</i>	<ul style="list-style-type: none"> - Social media - Traditional media - Ongoing dialogue with community partners - Workshops and conferences - Stakeholder Reference Group 	<ul style="list-style-type: none"> - Education regarding services changes in line with legislation and commissions of enquiry. - Financial independent pathways for vulnerable client base - Health, pensions and housing services 	<ul style="list-style-type: none"> - Website and social media - Annual reports - Community engagement at workshops and conferences - Targeted engagement with advocacy groups