COMMUNITY ENGAGEMENT POLICY

YellowBridge QLD values effective engagement in developing a positive relationship with our community and recognises that participation contributes to better decision-making.

YellowBridge QLD seeks to take account of the views, needs, issues and aspirations expressed by our community and to balance these with other influences such as budgetary constraints to make informed decisions.

We will be guided by the following principles to facilitate effective and meaningful community engagement. YellowBridge QLD will:

- Continue to develop a culture of engagement at all levels of the company

- Be committed to building effective relationships to improve the outcomes of engagements

- Acknowledges the diversity of our community and will work to diminish barriers that may exist in order to encourage participation in engagement

- Utilise a suite of different community engagement techniques and communication mechanisms depending upon the issue or project, its particular circumstance and the audience it needs to target

- Encourage stakeholders to participate in the process and to express their views in a respectful and open manner

- Clearly communicate the purpose of the engagement process; the steps involved and will allow sufficient time for effective involvement

- Be clear and transparent to allow the community access to information and an understanding by the stakeholders of the processes and resources involved

- Consider the results of engagements to be included in our decision making

- Provide a means for stakeholders to obtain feedback on the engagement

- Evaluate and review our engagement framework to ensure it is responsive to the views and aspirations of the community.

Related Policies
- Service Provision Policy
- Governance Policy
- Social Media Policy
- Media Relations Policy

Related Procedures
- Media Procedure

Related Documents
- Statement of Commitment to Quality and Continual Improvement
- Certificate of Approval – AS/NZS ISO 9001-2016: Quality Management Requirements
- Emerging Issues and Innovation Committee Charter
- Communication and Engagement Plan

Quality Framework References
- Standards 1 & 6 – Human Services Quality Framework
- Standards 4, 5 & 6 – National Regulatory Code Community Housing
- NDIS Quality & Safeguarding Framework
- Aged Care Quality Standards
- Aged Care Act 1997

ISO 9001:2016 Quality Management Standards References
- 4 - Context of the organization
- 5 - Leadership
- 6 - Planning
- 7 - Support
- 8.4 - Control of externally provided processes, products and services
- 9 - Performance Evaluation
- 10 – Improvement

Policy Approval Authority
- YellowBridge QLD Ltd Board

Policy Custodian
- Chief Executive Officer