

Overview - State Trustees stakeholder engagement

Stakeholder category	Areas of interest and engagement	Approaches to stakeholder communication and engagement (<i>examples</i>)
Shareholder/ funding bodies	<ul style="list-style-type: none"> • Accountability, risk management • Contractual obligations • Financial protection of older Victorians and those unable to manage their own affairs • A prosperous and fairer Victoria 	<ul style="list-style-type: none"> • Formal meeting program • Regular inductions for new staff • Annual presentation from community partner • Attendance at each other's events
Government	<ul style="list-style-type: none"> • Financial protection of older Victorians and those unable to manage their own affairs • Satisfactory resolution of client complaints • A prosperous and fairer Victoria 	<ul style="list-style-type: none"> • Regular meetings • Participate in working groups and consultative forums • Submissions on issues relevant to our clients and aligned to our business • Biannual newsletter to Members of Parliament and Legislative Council • Engagement with local MPs • Active participation in associations and membership bodies and communities of practice • Attendance at each other's events
Regulators	<ul style="list-style-type: none"> • Adherence to regulation • Service delivery • Satisfactory resolution of client complaints 	<ul style="list-style-type: none"> • Provision of information • Ad hoc meetings as required
Business enablers	<ul style="list-style-type: none"> • Relationship strength • Service delivery • Satisfactory resolution of client complaints • Funds management Investment returns 	<ul style="list-style-type: none"> • Public Trustees network • Provision of information • Attendance at each other's events
Community	<ul style="list-style-type: none"> • Fair treatment of clients and protection of their interests • Service delivery • Financial protection of older Victorians and those unable to manage their own affairs • Relationship strength 	<ul style="list-style-type: none"> • Status to interested stakeholders • Presentations • Professional and community education • Attendance at each other's events
Industry/ membership bodies	<ul style="list-style-type: none"> • Industry/members reputation • Proposed legislative changes 	<ul style="list-style-type: none"> • Participate in committees • Conference presentations • Attend member functions • Attendance at each other's events
Academia	Research on issues aligned to our clients and business	<ul style="list-style-type: none"> • Provision of information • Participation in affinity groups and stakeholder functions as relevant • Involve in research updates to other stakeholders
Our people	Engagement of staff and Board	<ul style="list-style-type: none"> • Board and committee meetings • Internal communications • People and Culture staff engagement strategies • Workplace giving • Social Club
Suppliers	Mutual contractual obligations	External provider engagement framework
Media	<ul style="list-style-type: none"> • State Trustees expert commentators • Our activities and impact on Victorians 	Media engagement strategies