

TRIATHLON ACT (TACT) STAKEHOLDER ENGAGEMENT POLICY



Purpose:

The purpose of this policy is to outline Triathlon ACT's commitment to effectively engage and collaborate with its stakeholders. By establishing strong relationships and open communication channels, Triathlon ACT aims to enhance trust, gather valuable feedback, and ensure alignment with stakeholder needs and expectations.

Scope:

This policy applies to all stakeholders of Triathlon ACT, including athletes, coaches, parents and families, volunteers, sponsors, and the wider community. It encompasses all activities undertaken by Triathlon ACT, including events, programs, and administrative functions.

Goals:

- 1. Enhance Stakeholder Communication:** Triathlon ACT is committed to providing timely and accurate information to stakeholders, ensuring regular updates on organisational activities and initiatives. Open channels of communication will be established to encourage active engagement and address stakeholder inquiries and feedback.
- 2. Foster Trust and Relationships:** Triathlon ACT recognises the importance of building strong relationships with stakeholders based on trust, transparency, and mutual respect. By conducting business with integrity, being accountable for actions, and ensuring open dialogue, Triathlon ACT aims to cultivate lasting partnerships.
- 3. Obtain Stakeholder Feedback:** Triathlon ACT values the input of its stakeholders and seeks to actively gather feedback on programs, services, and organisational strategies. Stakeholder perspectives will be considered in decision-making processes to drive continuous improvement and better meet their needs.

Policy Guidelines:

- 1. Stakeholder Engagement Strategies:** Triathlon ACT will develop and implement comprehensive stakeholder engagement strategies to establish effective communication channels, foster meaningful relationships, and encourage stakeholder participation.
- 2. Regular Communication:** Triathlon ACT will provide regular updates to stakeholders through various communication channels, such as newsletters, emails, and social media platforms. Information shared will include organisational activities, achievements, upcoming events, and opportunities for engagement.

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3. Stakeholder Meetings: Triathlon ACT will organise regular meetings with stakeholders to discuss organisational activities, address concerns, and seek feedback. These meetings will provide a platform for open dialogue, enabling stakeholders to contribute their insights and perspectives.

4. Feedback Mechanisms: Triathlon ACT will establish feedback mechanisms, including surveys, interviews, and social media activity, to actively seek stakeholder input. Feedback will be analysed, and appropriate actions will be taken to address concerns and incorporate suggestions into organisational planning and decision-making processes.

5. Collaboration with Club Presidents: Triathlon ACT will maintain close collaboration with club presidents, recognising their role as important conduits between the organisation and athletes. Regular meetings will be conducted to address club-specific matters, gather feedback, and foster strong relationships.

6. Monitoring and Evaluation: Triathlon ACT will regularly monitor and evaluate stakeholder engagement efforts to assess their effectiveness. Key metrics, including stakeholder engagement rates, satisfaction levels, and positive feedback indicators, will be measured and analysed to inform future engagement strategies.

Triathlon ACT is dedicated to actively engaging with its stakeholders, promoting open communication, fostering trust, and obtaining valuable feedback. By adhering to this stakeholder engagement policy, Triathlon ACT aims to strengthen relationships, enhance organisational performance, and ensure the sport of triathlon continues to thrive.