Stakeholder Engagement Plan

National Native Title Tribunal

2016-2020
Background

The National Native Title Tribunal (NNTT) strives to be an externally focused organisation that is responsive to client and stakeholder needs. We monitor how well our services meet the needs of our clients and stakeholders.

The NNTT’s strategic direction and priorities are included within the Federal Court of Australia’s Corporate Plan 2016-2020. Within that document, we have three strategies:

- Promote service excellence and innovation
- Re-shape our culture and capabilities
- Promote services to improve client access

These strategies are underpinned by priorities that reflect our continuing work to improve our responsiveness and external focus while improving internal efficiency. Specific initiatives and projects are included within our annual Operational Plan. The relationship between the plans is shown in the diagram below.

Our Planning Framework

We have created this plan for our clients and stakeholders to show our approach to engagement and our priorities for the coming years. This plan was also developed to provide a longer-term, national approach to our engagement and to guide our engagement activities with our clients and stakeholders. Engaging with clients and stakeholders about native title is done at many levels within the NNTT, including at strategic and operational levels as well as at national, statewide and local levels. The objectives in this plan will provide guidance for engagement activities at any level.
Our vision for engagement

Engagement plays a key role in our work. Effective engagement can help to strengthen our relationships with stakeholders and through exchanging information we are also increasing our understanding of native title and the range of different issues, experiences and perspectives. Through engagement, stakeholders and the community will better understand the range of services and assistance that the NNTT can provide, which in turn will grow the volume and diversity of assistance requests that we receive.

Our vision for engaging about native title includes the following elements:

- We understand our client and stakeholder information and service needs
- Our clients and stakeholders understand the range of services and assistance that we can provide, and readily seek that assistance throughout the various stages of native title matters
- The broader community understands concepts of native title
- We have stronger relationships and networks with stakeholders
- We regularly collaborate with other agencies on native title issues
Our commitments and expectations

We have released a [Commitment to Service Excellence](#) which can be found on our website. Details of our commitments from that document, and what you can expect from us, are set out in the table below.

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<thead>
<tr>
<th>Our principle</th>
<th>Our commitment</th>
<th>What stakeholders can expect</th>
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<tbody>
<tr>
<td>Fair &amp; efficient Procedural justice</td>
<td>We will carry out our functions in a fair and impartial manner</td>
<td>• I can expect that the NNTT will be fair and impartial when dealing with any native title matters</td>
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<td>Respectful of others</td>
<td>We will be courteous, helpful and respectful of your individual needs</td>
<td>• I can expect to be treated with respect by NNTT staff at all times</td>
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<td>Reliable</td>
<td>We will give you prompt and responsive service</td>
<td>• I can expect to receive timely service in response to my query</td>
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<td>Competent</td>
<td>We will provide you with clear, accurate and up-to-date information</td>
<td>• I can expect to receive accurate information that I can understand</td>
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<td>Predictable, just decisions</td>
<td>We will explain our decisions and decision-making processes</td>
<td>• I can expect to understand the NNTT’s decision-making roles and responsibilities</td>
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<td>• I can expect to be able to access decision-making procedures</td>
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<td>Integrity</td>
<td>We will deliver our services in a safe and secure environment</td>
<td>• I can expect that I can safely be involved in NNTT processes</td>
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<td>• I can expect that information provided to the NNTT will be held securely</td>
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Who we engage

We engage with a wide range of clients and stakeholders including the following persons, groups and organisations:

- Native title representative bodies and service providers
- Prescribed bodies corporate
- State / national based Indigenous networks
- State and Commonwealth Ministers and government departments
- Government agencies working in native title related areas
- Federal Court
- Local Government
- Indigenous alliances, peak bodies and other entities
- Resources industry
- Pastoral / Agricultural industry
- Fisheries industry
- Other land users
- Professional societies
- Legal representatives
- Universities
- Dispute resolution and mediation providers.

Depending on the nature of the engagement, we will engage with our stakeholders to inform, consult, involve or collaborate about native title issues.

How we engage

The way we engage will often depend on the activities we are undertaking and can include:

- face-to-face meetings
- telephone conversations
- attending and presenting at conferences
- presentations
- lectures / speeches
- writing articles
- workshops and training
- on-country mediation and meetings.
Why we engage

<table>
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<tr>
<th>Objectives</th>
<th>To build and maintain relationships &amp; partnerships</th>
<th>To offer and provide assistance with native title information &amp; processes</th>
<th>To exchange ideas and collaborate on native title issues</th>
<th>To increase awareness and understanding of native title issues</th>
<th>To monitor activities and seek feedback about our services</th>
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<tr>
<td>What outcomes are we trying to achieve?</td>
<td>• Effective engagement with our clients that promotes the vision of a shared country, shared future</td>
<td>• Improved capacity of Aboriginal and Torres Strait Islander groups to manage and enjoy their native title rights</td>
<td>• Improved overall operation of the native title system by working effectively and efficiently with clients and stakeholders</td>
<td>• Increased public knowledge of native title law and policy and its social impact</td>
<td>• Improved access to our services and develop services that meet our clients needs</td>
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<td>What will we do?</td>
<td>• Identify new stakeholders and potential partnerships in the native title space</td>
<td>• Promote our mediation and facilitation services</td>
<td>• Work collaboratively with other agencies to identify ways the NNTT can improve its effectiveness within the native title sector</td>
<td>• NNTT is established as the pre-eminent provider of native title information</td>
<td>• Improved service delivery through increased understanding of the needs of key stakeholder groups</td>
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<td>In the next 12 months, we will:</td>
<td>• Conduct outreach programs in various community forums</td>
<td>• Collaborate with clients to review products, services and information tailored specifically for Indigenous Australians.</td>
<td>• Lead the PBC interagency roundtable forum</td>
<td>• Identify funding sources to implement education and research programs</td>
<td>• Conduct a stakeholder survey</td>
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<td>• Continue participating in the Indigenous Property Rights project convened by the Human Rights Commission</td>
<td>• Conduct research on current PBC support services</td>
<td>• Conduct research on relevant native title issues</td>
<td>• Provide information sessions and training on relevant native title issues</td>
<td>• Update information on existing services</td>
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<td>• Provide information on governance and support services</td>
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<td>• Conduct forums for stakeholders</td>
<td>• Identify opportunities to further develop and create new products and services including through the use of social media</td>
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