

East Gippsland CMA phone contact routine (Courtesy of Clint Bain, April 2014)

As part of our landholder engagement plan, our intention is to contact each landholder under agreement via phone in the first instance in order to discuss the project site under agreement and then follow up with a site visit if requested by the landholder. Our contact cycle/schedule will be each landholder every 18 months.

Each phone call/conversation will be recorded in a database – with the following headings:

- Landholder
- Waterway
- Region
- Date agreement signed
- Date last contacted (ACE comment)
- Date of follow up engagement
- Landholder comments / feedback (follow up action required)

This basically gives us a brief snapshot of when the landholder first signed on as a partner; when we last had contact with them (so how long has it been since our last engagement); date of the current engagement; and a summary of any feedback received during the discussion. In addition we always check our communications database to get a handle on any previous issues/concerns.

The calls will be shared across our water team (so made by 3 – 4 staff members) and there is no set script – just a focus on a discussion about how the project site (protected frontage area and associated fence, weeds, revegetation, bank stability works etc.) is going.

Some landholders will request a follow up site visit so that they can point out various aspects of the site that they are concerned about and we will endeavour to accommodate this. However, we are all mindful of managing expectations, because clearly we can't just commit to further works across a range of sites without the funding and in many cases further works will not be required.