1 — 2 — 3 — 4 — 5 — 6

1 Define ⊕

2 Identify 🔍

3 Design ✎

What is your proposal?

— What is the planning outcome or decision being sought? For many planning proposals, there may be several decisions that need to be made at different stages.

— Do you need to consider any legislation? Some engagement processes need to satisfy statutory obligations of the State and local government. Identify any legislative requirements relating to the decision and ensure the community engagement is designed in response to this.

— What are the important contextual factors that will influence your engagement/consultation.

— What are the objectives of your engagement/consultation?

Who needs to be engaged and why?

— Have you considered who the key stakeholders and communities of place and interest are in relation to the planning proposal?

— Will stakeholders and the level of impact upon them evolve over the life of a project?

— Have you considered the capacity and willingness of each stakeholder to participate? What are the barriers to participation (eg. inconvenient or inappropriate timing such as holiday periods or during a work day).

— Have you considered cultural sensitivities of Aboriginal and Torres Strait Islander people or Special Interest Groups? There may be sensitivities that you are unaware of and it is important to identify these early in the process.

— Have you considered what areas of interest each stakeholder will have in relation to the planning proposal?

— How much interest are stakeholders likely to have, and what is their ability to influence outcomes (low, moderate or high level of impact)? Refer **Appendix A** (Tool 2).

How are you going to engage?

— What is the purpose and scope of the engagement and consultation?

— Have you defined your engagement objectives?

— What engagement techniques are suitable for each stakeholder? (Refer to **Appendix B**).

— What is the engagement budget and are there specific resources and skills required to deliver your strategy?

— Have you considered specific activities for engagement with Aboriginal and Torres Strait Islander people and Special Interest Groups? If so, there may be a need to appoint a specialist engagement consultant in this field.

4 Implement	**5** Review and Analyse	**6** Reflection & Feedback

Put your Engagement Strategy into action

— Is the information you plan to present accurate and easy to understand for the layperson? (Refer to **Appendix D**).

— Are changes to the planning proposal likely? Is it appropriate to foreshadow these potential changes, and if so – how?

— What if the feedback you receive is not what you expected/wanted to hear?

— Are the negotiable elements clearly outlined in engagement materials?

— How, and will, feedback genuinely be considered in decision making?

— Have you made it easy for participants to provide feedback and have you clearly explained how you would like this to be provided?

What did the community engagement tell you?

— What is the impact of the planning proposal on the stakeholder/participant?

— Is there a significant disparity in views between different stakeholder groups? If so, what are the views of each group and what may be the drivers?

— Are there particular views of 'communities of interest' which differ from the 'community of place'?

— Are the views of some stakeholders not particularly valid or relevant due to the commensurate level of impact?

— Are there key themes to emerge from the engagement – which may involve numerous engagement activities?

What effect or change occurred because of the engagement?

— How has/will the engagement inform the planning decision that needs to be made?

— In what form should the engagement outcomes be presented back to stakeholders/participants?

— How has the performance of the engagement measured against your Engagement Strategy objectives?

— How will you advise stakeholders of the decision-making process?

— How will you keep stakeholders in the loop beyond the planning decision?