



# Community Engagement Advisor Role

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# Community Engagement Policy



## Follows IAP2 standards



- Sets out high level engagement principles
- Is based on the International Association for Public Participation (IAP2) model and ‘Quality Assurance Standard for Community and Stakeholder Engagement’; and
- Applies to all employees who provide services or carry out projects impacting on stakeholders
- Individual managers are responsible
- Policy is reviewed annually and audited every two years.



# Role

## Community Engagement Advisor

- Oversees the engagement process
- Develops and maintains engagement guidelines
- Educates and trains staff on process
- Supports teams to develop and implement engagement plans
- Monitors and reports on performance



# IAP2 Community Engagement Level Matrix

INCREASING IMPACT ON THE DECISION

	<b>INFORM</b>	<b>CONSULT</b>	<b>INVOLVE</b>	<b>COLLABORATE</b>	<b>EMPOWER</b>
<b>PUBLIC PARTICIPATION GOAL</b>	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.

## Example for Health Plan

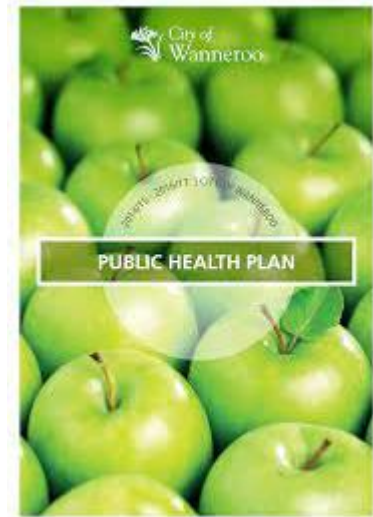
- Website
- Letters/ emails to stakeholders
- Brochures
- Your Say
- Survey
- Interviews
- Focus groups
- Workshops
- Drop-in sessions
- Community Reference (or Advisory) Group



# Community engagement phases

## Public Health Plan

- Phase 1 – Involve level to guide the plan
- Phase 2 – Consult level to get feedback on the plan





# Engagement tools

## Public Health Plans

- Your Say
- Surveys
- Straw polls
- Event promotions
- Library displays
- Prizes as incentives to participate
- Ideas board



# Sample Public Health Plan survey question

What do you think are the biggest health issues in your local community?  
(Please select THREE)

Answered: 263 Skipped: 21

