
Community engagement implementation checklist

1. Identify the issue.	
<input type="checkbox"/> What is the issue?	
<input type="checkbox"/> Are there any anticipated risks or challenges?	
<input type="checkbox"/> Have any decisions already been made?	
<input type="checkbox"/> What are the genuinely non-negotiable issues?	
2. Define the engagement objectives.	
<input type="checkbox"/> What are the objectives of the engagement process?	
<input type="checkbox"/> What are the limitations and constraints in the engagement process?	
<input type="checkbox"/> Is consensus decision-making a goal?	
3. Identify the engagement participants.	
<input type="checkbox"/> Who are the stakeholders (program/service users, providers, regulators, etc.)?	
<input type="checkbox"/> Who should be involved in the engagement process?	

<input type="checkbox"/> Do specific population groups need to be targeted (e.g. the elderly, youth, people with disabilities, Indigenous Australians or people from a non-English-speaking background?)	
<input type="checkbox"/> What is the process for effective consultation with key stakeholders internally and across government?	
4. Identify decision-making and approval processes.	
<input type="checkbox"/> Who are the decision-makers?	
<input type="checkbox"/> What are the relevant agency decision-making processes?	
<input type="checkbox"/> What are the key decision-making milestones?	
<input type="checkbox"/> How will decision-makers be kept informed about the process?	
5. Decide on the level of engagement.	
<input type="checkbox"/> What level of engagement – information, consultation or active participation – is appropriate to the issue?	
<input type="checkbox"/> What level of engagement is appropriate for the participants?	
6. Choose engagement methods.	
<input type="checkbox"/> What method/s should you use in the engagement process?	

<input type="checkbox"/>	Are the chosen method/s appropriate to the objectives and the participants?	
<input type="checkbox"/>	Have non-traditional method/s been considered?	
7. Choose engagement techniques.		
<input type="checkbox"/>	What information is required by engagement participants?	
<input type="checkbox"/>	What mechanisms are appropriate for conveying information to participants, e.g. pamphlets, letters, media stories or advertisements?	
<input type="checkbox"/>	Is the information relevant, comprehensive and appropriate?	
8. Ensure quality control.		
<input type="checkbox"/>	Do those leading the engagement process have effective engagement skills?	
<input type="checkbox"/>	Would using a skilled facilitator assist in the process?	
<input type="checkbox"/>	What strategies are to be used to manage expectations or conflict?	
9. Maximise the ability of communities to participate.		
<input type="checkbox"/>	What are the possible barriers to participation and the means to overcome them?	

<input type="checkbox"/>	What are the most appropriate methods to invite participation?	
<input type="checkbox"/>	Have special interest groups been considered?	
<input type="checkbox"/>	Have you obtained support and advice from community leaders or organisations on relevant protocols for consulting with community members?	
10. Formulate the timetable.		
<input type="checkbox"/>	Is the engagement process a one-off activity, or is it ongoing?	
<input type="checkbox"/>	Is the timetable realistic?	
<input type="checkbox"/>	Is the engagement timed to feed into decision-making processes?	
11. Estimate the resources needed.		
<input type="checkbox"/>	What staff resources and other are required?	
<input type="checkbox"/>	Is there a need for staff training?	
<input type="checkbox"/>	Is there a need for external personnel (e.g. a facilitator or mediator)?	
<input type="checkbox"/>	Is there a need to hire a venue, organise catering, etc.)?	
12. Discuss outcomes and implementation.		

<input type="checkbox"/> Are the engagement outcomes clearly defined?	
<input type="checkbox"/> How will decisions reached through engagement fed into agency decision-making processes?	
13. Evaluate community engagement.	
<input type="checkbox"/> Has an engagement evaluation process been developed?	
<input type="checkbox"/> How will a successful engagement process be defined and measured?	
<input type="checkbox"/> How will the results of engagement be shared across the agency and across government?	
<input type="checkbox"/> How will the lessons feed into planning for future engagement strategies?	