



Developing an appropriate engagement & participation approach

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What will this resource cover?

Harnessing good practice in community engagement and participation throughout your organisation will lead to the inclusive participation of people from CALD communities in program development and delivery. This tool will help with ways to reach out to communities and bring their voice into program development – so that your organisation can provide truly responsive care that resonates with the community and is successful and sustainable into the future.

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Priority	What can be done now?	What is the long term action?	Who's responsible?	Key Performance Indicators
<p>Work with local staff to harness existing community and cultural knowledge and expertise to create a CALD engagement strategy to set and support organisational approaches</p>	<p>Overarching strategic CALD engagement guidelines are created</p> <p>Ensure that regional development plans are inclusive of CALD engagement if you are operating across the State</p> <p>The guidelines are tested in local programs and adopted</p> <p>Key external stakeholders are mapped and engagement approaches are formalised and noted</p>	<p>Work towards actively creating a presence in CALD related community networks and structures for your organisation</p> <p>Enhance the working relationships with existing CALD community structures</p>		<p>CALD engagement guidelines are used in X % of situations in which external stakeholder relations are being considered</p> <p>100% of stakeholder lists across the organisation are inclusive of CALD community structures and/or individuals</p> <p>All regional operations are represented in key CALD interagencies or networks</p>

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<p>Information exchange and dissemination between organisation and CALD/ethno-specific structures is strengthened</p>	<p>An audit of all existing CALD related meetings/ inter-agencies or any other communication channel is conducted within your existing programs</p> <p>Key staff who attend these meetings are identified and noted</p> <p>This list is compiled and relayed back to senior leadership</p>	<p>An information sharing strategy between staff is adopted, to allow information to be shared between staff members, and other staff also have the opportunity to attend meetings and meet with different community members</p> <p>A more detailed service promotion and external information dissemination approach is defined and executed, based on the needs of the community and the CALD engagement guidelines</p>		<p>80% of all organisational reference groups involve at least one CALD representative</p>
<p>An approach of involving clients and carers on key organisational committees and structures is established and made a priority</p>	<p>The feasibility of involving CALD clients and carers on key organisational structures is explored.</p>	<p>The establishment of local, regional or state-wide CALD Reference Groups to provide ongoing advice and support for organisational programs</p>		

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