

Engagement Compass

Understand global trends in
community engagement

Acknowledgement of Country

Meet the panelists



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About today

To share key findings from the Engagement Compass

To discuss the strengths and areas for improvement

To answer your questions and hear your observations

Housekeeping

If your Zoom webinar freezes at any time, leave and re-join the webinar using the 'Leave' button on your screen.

Use the Chat function to ask for technical assistance.

We are recording the webinar which we'll upload to the website for others to view.

Q&A

To submit a question, use the Q and A button at the bottom of your screen.

Type question into chat box.



Section 1 About the Respondents

- One hundred and fifty-two (152) respondents
- Captured professionals from public, private and not-for-profit sector
- 64% of participants from Victoria
- 77% 10+ years of experience
- 86% live in a capital or regional city



Section 2 Current Engagement Practices

Strengths

Engagement practices where we are performing well:

- Online engagement is embedded in community engagement processes (80% agree)
- Decision makers understand the benefits of community engagement (69% agree)
- There are regulated policy requirements for community engagement (68% agree)



Section 2 Current Engagement Practices

Other Strengths

- Leaders and decision makers recognise the value, benefits and impact of community engagement
- Online engagement options have increased along with the community's digital literacy
- Accessible and inclusive engagement tools are embedded in our practice
- The community is seeking opportunities to participate in engagement

Section 2 Current Engagement Practices

Weaknesses

Engagement practices where we require the most improvement

- Community members contribute to the design of the community engagement process (22% agree)
- Diverse community members are participating in engagement activities (26% agree)
- Monitoring and evaluation of community engagement is embedded in engagement design and delivery (29% agree)

Section 2 Current Engagement Practices

Other Weaknesses

- Insufficient time and resources to undertake engagement
- Organisations approaching engagement as a 'tick the box' exercise
- The lack of inclusive and accessible engagement to engage diverse community members
- There is little value placed on engagement process and outcome evaluation
- There is inconsistency in our practice
- There is an inconsistent understanding of what 'engagement' is and is not

Section 3 Community Engagement Outcomes

Most important outcomes for the community:

- To create outcomes that meet community needs (70%)
- To enable the community to identify their priorities (58%)
- To increase trust between the organisation and the community (45%)

Most important outcomes for the organisation:

- To increase trust between the organisation and the community (81%)
- To create outcomes that meet community needs (60%)
- To identify and manage project risks (36%)

Thank you for joining us

- Webinar has been recorded
- Engagement Compass report will be available after the webinar