

Capire COVID-19 response services

Capire is conscious of our responsibility to support our clients and communities in these unprecedented times. We remain committed to supporting existing projects and initiatives, but there is more we can do. An overview of our COVID-19 response services is provided below:



Community support

We acknowledge that some community members will want or need time away from participating in project conversations, while others may want to continue to engage in conversations that focus on the future. Some will simply need support connecting to others while in isolation. More than ever, we need to be “giving every person a voice” and help keep our communities connected and supported. We will use our skills, expertise and networks to assist.



Client support

We can provide your organisation or project a wide range of support services which will allow you more time to focus on critical tasks or to prioritise the effort of your team. Our team of skilled and experienced engagement consultants are successfully operating in fully agile and remote working environments and are already implementing new approaches for our clients every day.

Our COVID-19 response services

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Public engagement support services

1.1

Know where you stand, now

- Undertake a rapid review of your current engagement strategies, projects or initiatives and make recommendations to change or amend strategies in the most impactful way
- Redraft or edit your engagement plans, providing budget or resource implications and suggestions for improvement and use of alternate engagement tools
- Redesign your engagement toolkit to support measures to minimise social isolation
- Consolidate and review your current or emerging organisational engagement initiatives

1.2

Provide you support to get online and use the best tools for the job

- Design, deliver and report on on-line engagement activities
- Establish, design and maintain online engagement platforms using industry recognised platforms, such as Engagement HQ
- Deliver creative webinars using tools that are accessible and free for participants (such as Zoom or Microsoft 365) for groups from 10 to 200+
- Manage your highly activated social media communities with cut-through social media strategy support

1.3

Go old-school

- Design and manage bulk SMS or hard copy mail-outs
- Undertake telephone calls for you; ring around and engage with members of your community who may not have access to the internet or participate online
- Provide mainstream media and advertising support to encourage ongoing participation in your project or initiative
- Undertake semi structured or structured telephone or replied paid hard copy surveys

1.4

Provide advisory on connecting with Socially Isolated or Hard to Reach communities

- Develop strategies and methodologies to connect socially isolated communities and innovative incentive strategies to encourage participation
- Connect clients with our extensive partner network, spanning technology providers, not for profits, representative bodies and partnership brokers to reach diverse communities

Our COVID-19 response services

1.5

Understand and communicate what your community is saying

- Analyse large quantities of data or other information
- Prepare concise and informative engagement reports
- Create infographics or other communication tools to convey key messages and findings

1.6

Evaluate your engagement

- Undertake an evaluation of your engagement using your established indicators or measures, or using other trusted industry standards
- Identify opportunities to strengthen your practice
- Establish longitudinal metrics for ongoing evaluation of your engagement activities

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Provide ongoing crisis support to you

2.1

Additional support to government essential services

- Support or backfill your team should they be redeployed on to critical support roles, or absent due to leave – we can do this remotely or within the current social distancing requirements
- Provide urgent project management or communications support to your at-risk or vulnerable community members by undertaking telephone, email, on-line, digital face-to-face engagement or discussion groups
- Assist you manage or facilitate cross departmental project prioritisation or alignment needs with a focus on actionable results

2.2

Reallocate resources within existing Capire projects

- Reallocate your existing approved Capire budget from project engagement services to that of immediate community support or engagement as required
- Reallocate Capire team members to maximise best value contact or engagement hours

During this crisis, we would be pleased to offer our immediate COVID-19 response services on a discounted basis to ensure Victorians receive the best value for money at these difficult times.

Our team are skilled listeners, communicators, researchers, facilitators and problem solvers, who are ready and committed to support our community to get through this unprecedented crisis together.

Please feel free to contact us any time:

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Details here capire.com.au/who-we-are/our-people/

