

6.1 Following up after engagement

Have you considered how you will follow-up with your community after the engagement process is complete?

This could include a letter, email or postcard to all participants to communicate the outcomes of the project, which could include a link to the community engagement report. Following up with your community demonstrates your respect for participants and transparency as an organisation. It also helps to lay a foundation for an ongoing conversation with community members about planning issues and concepts.

Have you considered how you will document the engagement process in the report? It is important to provide the planning team working on the project with a comprehensive report that could outline:

- the objectives of the engagement process
- the identified stakeholders, stakeholder groups and community members that were contacted in relation to the project
- the phases of the project and the engagement activities delivered
- analysis of the data collected during the engagement and how it has informed the decision-making process.

Have you considered how you will provide the engagement report to the community?

Will it be a summary document or a detailed report?

Once the engagement report has been considered by your decision-makers, you can start to prepare for the release of the report to the community. It is helpful to document how the community's input has influenced the decision, where suggestions have been adopted, and which suggestions were not adopted and why.

Have you considered how you will make the information in a community engagement report accessible to the community?

It is useful to prepare your reports in various formats (Word, PDF, HTML) to ensure that they are as accessible to the widest possible range of community members. Make sure that documents hosted on a website can be easily downloaded. Preparation of a summary document can help, particularly if this document uses a range of graphics, infographics, charts, and images to help provide context.