



Engagement Toolkit

ENGAGEMENT MAPPING TOOL

Acknowledgments

There are a number of documents and practical guidelines that have been used to inform this Toolkit. The sources used here are listed in the References section at the end of the Toolkit.


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This tool will help you to identify what engagement activity is already happening across the organisation.


There are two dimension to the Tool – who is involved or what level of decision it is, and what level of involvement people have.

To help you think through the activity that is already taking place, ask yourself:

What do we engage with consumers, families, and the community about? What kinds of information, issues, and decision making are we involved in with these different stakeholders?

You might find it helpful to refer to the *What engagement methods could I use?* tool to help jog your memory about some techniques you might already use. There are a few examples in the Tool to start you off.

Once you have completed your map, you may be able to see some gaps in your current engagement, or activities you would like to include in future.



	<i>When it involves an individual or their family</i>	<i>When it involves our whole service</i>	<i>When it involves the local community</i>	<i>When it involves our whole organisation</i>
<p><i>When we just need to tell people about something.</i></p> <p><i>We are not seeking their feedback, or trying to make a decision.</i></p>	•	•	•	• E.g. Website
<p><i>When we want to gather new ideas, or we are seeking feedback on an issue.</i></p> <p><i>We keep full control of the decision.</i></p>	•	•	•	• E.g. Consumer survey

	<i>When it involves an individual or their family</i>	<i>When it involves our whole service</i>	<i>When it involves the local community</i>	<i>When it involves our whole organisation</i>
<p><i>When we need in-depth discussion with people about an issue.</i></p> <p><i>We seek their input and influence on a decision.</i></p>	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • E.g. Consumer/ resident meetings 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •
<p><i>When we want to develop a solution in equal partnership with people.</i></p>	<ul style="list-style-type: none"> • E.g. Collaborative care planning 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •
<p><i>When we want to empower people to generate the solution and manage the process themselves.</i></p> <p><i>We assist as needed.</i></p>	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •