

### Choosing your IAP2 Engagement level

It is important to determine what level of engagement you will be working at before you select techniques. For example, if there is a sensitive issue, sending a letter may increase community angst and damage relationships.

Remember, during different stages of your project you will move through the spectrum from inform to collaborate depending on the stage and decision to be made.

It is important to be aware of and understand the source and nature of these expectations, which typically originate from

- varying degrees of the project’s complexity
- potential community impact
- political sensitivity

To find out more about the range of techniques that are available and how you might use them please visit the Better Together website [www.bettertogether.yoursay.sa.gov.au/engage](http://www.bettertogether.yoursay.sa.gov.au/engage)

### Important note

When considering the level of engagement you may identify the need to involve your stakeholders, however you will still move through levels of inform and consult during different phases of the project.

AREA	LOW	MED	HIGH	EXPLANATION
Degree of project complexity				<p><b>L</b> There is one clear issue and/or problem that needs to be addressed</p> <p><b>M</b> There are more than one or two issues and/or problems that can be resolved</p> <p><b>H</b> There are multiple issues and/or problems and it is unclear how to resolve them</p>
Potential community impact				<p><b>L</b> The project will have little effect on our communities and they will hardly notice any changes as a result</p> <p><b>M</b> The project will fix a major problem that will benefit our communities and the change will cause minor inconvenience</p> <p><b>H</b> The project will create a change that will have an impact on our communities and the environments they live in.</p>
Political sensitivity				<p><b>L</b> The project has acceptance throughout our communities</p> <p><b>M</b> Communities see potential in raising the profile of the project to gain attention for their cause</p> <p><b>H</b> Communities’ expectations about the project are different to those of the decision makers. There is high potential for individuals and groups to use the uncertainty to gain attention</p>
Total				Level of engagement

## A SUMMARY OF POTENTIAL RESULTS TO IDENTIFY YOUR LEVEL

LOW	MEDIUM	MEDIUM	LEVEL OF ENGAGEMENT
★ ★ ★			Inform/Consult
★ ★	★		Inform/Consult
★	★ ★		Consult
	★ ★ ★		Consult
	★ ★	★	Consult/Involve
	★	★ ★	Involve
		★ ★ ★	Involve/Collaborate
★	★	★	Involve/collaborate <small>*indicating varying degrees of sensitivity and impact</small>

\*this table has been adapted from the LGA SA Community Engagement Revised Handbook 2015

### Important note

To decide between involve and collaborate, revisit the degree of complexity - the more complex the issues and problems, the more you should consider the level of collaborate.

However, you will need to bear in mind that, in particular, for collaboration to be possible and effective, working relationships between stakeholders need to be established and maintained.