



The Grit and Resilience

PROGRAM

HEART FRAMEWORK

Community Engagement Strategy for the Grit and Resilience Program.

Chapter 3

June 2023

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THE GRIT AND RESILIENCE HEART FRAMEWORK

The Grit and Resilience Heart Framework is the way in which the Program team coordinate and support the community to engage with the Program activities and for communities to meaningfully contribute to decisions being made within the Program.

Our research did not identify a pre-existing fit for purpose framework; therefore, the Heart Framework Chapter 1 was created and operationalised between July 2021 and July 2022. This Framework was developed specifically for the Grit and Resilience Program to meet the unique composition of the program.

In June 2022, Chapter 1 of the Framework was concluded, and the community indicated they would like to see the Heartbeat events continue through to the remainder of the funding period (2019-2023). Therefore, Chapter 2 of the Heart Framework was established.

At the conclusion of Chapter 2, and the subsequent end of the initial funding period of The Grit and Resilience Program, a review was conducted to ascertain if the Heart Framework was needed as the Grit and Resilience Program transitioned into the Social Inclusion Action Group funding.

The Grit and Resilience Program Consortium agreed that the Heart Framework should be continued within the Grit and Resilience Program and enhanced based on findings from all seven Heartbeats and feedback from the external evaluators, First Person Consulting.

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RATIONALE: METAPHOR OF HEART FOR A COMMUNITY ENGAGEMENT PROCESS

The Community Engagement Process of the Grit and Resilience Program has been conceptualised using the analogy of a heart. The heart is considered symbolic of this process because:

- The structure of a heart illustrates the concept of different parts with different functions working together to achieve a common purpose.
- The different parts of the heart interact and move together in synchrony.
- Mental Health and Wellbeing is work that comes from the heart: it requires empathy, passion, care, and warmth.

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- Having the ‘heart of a lion’ demonstrates bravery and courage, that is what the Rural City of Wangaratta community are demonstrating by tackling the issue of isolation and community mental health and wellbeing together.

THEORIES UNDERPINNING THE HEART FRAMEWORK

(Link to ToR section about the theories)

[IAP2 IAP2 Public Participation Spectrum - IAP2 Australasia](#)

[Engagement Framework for a just and safe Victoria | Department of Justice and Community Safety Victoria](#)

[How-to guide for public engagement | Victorian Government \(www.vic.gov.au\)](#)

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Chapter 3 of the Grit and Resilience Heart Framework is an enhanced version of the previous Heart Framework, developed based on the findings from all previous seven Heartbeats and feedback from the external evaluators, First Person Consulting.

Additionally, Chapter 3 of the Heart Framework considers the changes in resourcing and guidelines from the Social Inclusion Action Group Guidelines, which is now the funding source for the Grit and Resilience Program (July 2023- ongoing).

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The principles that guide the Heart Framework are as follows:

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Chapter 3 of the Heart Framework will guide the Grit and Resilience Program in:

- Planning the delivery of a community engagement strategy
- Identifying the processes and resources needed to achieve meaningful, respectful and appropriate engagement
- Delivering a successful engagement activity that achieves the outcomes required.

The following 6 stepped process will be conducted by the Consortium; however the Co-Chairs may decide to enact a working group to complete this process, with the Consortium receiving updates and providing support along the way.

Step 1: Define the purpose of engagement:

- Using the Heartbeat Framework template (Appendix 1), the Grit and Resilience Program will document the project objectives, scope, timelines, budget, risks, decisions to be made and engagement objectives.
- When required, the Program will work with technical or content experts.
- Consider if a joined-up approach could support the engagement process.

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- Determine an evaluation process to measure the effectiveness of the engagement.

Step 2: Understand community interests and values:

- The Grit and Resilience program will use the needs analysis to ensure we understand the community demographics, trends and local issues.
- Engage across departments of the Rural City of Wangaratta Council to understand engagements already completed or underway and learn what has been asked in the past and build on existing relationships and outcomes.
- Consider opportunities to collaborate.
- Respond to the potential accessibility needs of participants for engagement, by ensuring we create flexible and targeted approaches for inclusion. We will identify any support people who may need to take part in the engagement and consider the needs of our diverse and priority communities when you plan all elements of the engagement.

Step 3: Design an appropriate engagement process:

- Using the Heartbeat Framework template (Appendix 1) we will identify the people, resources, systems and time required to deliver the engagement.
- Design inclusive and accessible promotions to support the engagement, allow reasonable lead-times and include multiple tactics like media and social media advertising.
- Using the Grit and Resilience Comms and Media strategy (appendix..) we will develop the communications and information for the engagement process.
- We will only select engagement methods and tools and collect relevant and measurable information.
- We will collection of both quantitative and qualitative information and have an agreed approach to information management and data analysis.
- We will consider cultural safety in all of our engagement strategies.
- Using the Heartbeat Framework template (Appendix 1), we will document potential risks and mitigation plans for the engagement. Prepare an issues management process and ensure the Consortium is aware of the processes.
- We will ensure compliance with relevant legislation and regulations.
- Using the Heartbeat Framework template (Appendix 1), we will ensure we have considered the specific engagement activities and the occupational health and safety of staff and the public, inclusive of emotional and physical wellbeing.

Step 4: Deliver genuine, inclusive, and respectful engagement:

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- Using the Heartbeat Framework template (Appendix 1), we will consider the barriers to engagement and ensure all activities are inclusive and accessible, particularly for priority communities. Examples include:
 - ensuring there is adequate time to provide accessibility options for participants
 - ensuring venues and locations are accessible and welcoming
 - catering for all dietary requirements, allergies and personal/cultural preferences
 - providing information in alternative formats including languages other than English
 - ensuring the format and materials are culturally safe.
 - consider an experienced and culturally sensitive facilitator
 - providing interpreters, captioning, hearing loops, spaces for support animals and carers, a prayer room etc.
 - extra support for participation may be necessary. This could include travel expenses, child-care, accommodation or catering.
- The Grit and Resilience Program will not make assumptions and always ask what people need.
- Deliver engagement activities at days, times and locations that are accessible to the public.
- Provide a timeframe of when participants can expect feedback. Describe how feedback from the engagement will be shared.
- Communicate to the public how their data will be used for a specific outcome i.e. for a report, and in the future.

Step 5: Review and interpret the information and data received:

- The Grit and Resilience Consortium will review information and data that has been gathered to ensure correct interpretation.
- The Consortium will identify any gaps in participation and whether priority communities' views have been represented and consider information needs that are still to be addressed.
- Using the Heartbeat Framework template (Appendix 1), the Consortium will identify any engagement bias or limitations.
- We will consider the appropriate balance of quantifiable and qualifiable reporting.
- Analyse the data and information to identify themes, priorities and preferences.

Step 6: Apply the outcomes of the engagement to inform decision making and closing the loop re engagement:

- Using the Grit and Resilience Comms and Media strategy (appendix..) The Consortium will publicly acknowledge participants' contributions to the engagement process.

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- Using the Grit and Resilience Comms and Media strategy (appendix..) The Consortium will publicly communicate the next steps and this includes findings, outcomes and timing for next steps
- Using the Grit and Resilience Comms and Media strategy (appendix..) The Consortium will publicise how the engagement has contributed to the decision that has been made by the Consortium.
- An internal report that is clear and succinct in its format, will be presented to the Consortium for ratification at next scheduled meeting.
- The Consortium will also share the engagement outcomes with the other relevant projects across the Community.
- Where relevant, continue to work with local community members to support delivery of project outcomes.

Step 7: Evaluation and lessons learned:

- Using the Heartbeat Framework template (Appendix 1), the Consortium will review the engagement strategy at the end of the process.
- Using the Heartbeat Framework template (Appendix 1) the Consortium will undertake a reflective 'lessons learned' discussion.
- Understand the impact the engagement has had on community and the relationships with key stakeholders.
- Evaluate the engagement process.

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CONCLUSION