

TasCOSS Spectrum of Community Voice Partner Engagement

CONSULT/INVOLVE

Engagement goal: To obtain feedback or input from Community Voice Partner(s), ensuring their perspectives are understood & considered

Role of organisation: Invite, ask, & facilitate.

Role of Community Voice Partner(s): Answer & participate.

Organisation expectation: To lead a process which enables Community Voice Partner(s) to contribute their lived experiences & inform them of the outcome.

Community Voice Partner(s) expectation: Provide input that will be listened to. Be informed of the outcome.

Primary decision-making power: Organisation.

Appropriate when: Community Voice Partner(s) have expertise which is relevant to Organisation & Organisation is seeking input but has limited scope for collaboration or shared decision-making.

Example practice: Community Voice Partner(s) review an Organisation's service & provides feedback on how to improve; Community Voice Partner(s) sit on an interview panel & contributes to which applicant should be hired.

COLLABORATE

Engagement goal: Partner with Community Voice Partner(s) including in decision-making, problem definition, & production of outcomes/outputs.

Role of organisation: Partner.

Role of Community Voice Partner(s): Partner.

Organisation expectation: Actively partner through the process, creating conditions where Community Voice Partner(s) can authentically contribute to all or most aspects of the engagement.

Community Voice Partner(s) expectation: Actively partner through the process.

Primary decision-making power: Negotiated & shared.

Appropriate when: Issues are complex & multiple perspectives are required; Community Voice Partner(s) has expertise beyond Organisation's & a stake in the issue.

Example practice: Community Voice Partner(s) becomes a member of an Organisation's project team & collaborates to co-design, implement, evaluate, &/or produce outputs from the project; Community Voice Partner(s) sit on governance groups.

EMPOWER/LEAD

Engagement goal: Enable Community Voice Partner(s) to lead.

Role of organisation: Follow, enable, & support.

Role of Community Voice Partner(s): Lead.

Organisation expectation: To enable & support Community Voice Partner(s).

Community Voice Partner(s) expectation: To be supported & enabled by Organisation.

Primary decision-making power: Community Voice Partner(s).

Appropriate when: It is more appropriate for Community Voice Partner(s) with high stakes & experience in an issue to lead.

Example practice: Community Voice Partner(s) leads a consultation process with their community on behalf of an Organisation, including to identify participants, questions, & scope of consultation with enabling support from the Organisation.