

Focus	Engagement – Key Actions	Coordination – Key Actions
Community	<ul style="list-style-type: none"> Find out about the community, Aboriginal governance, cultural protocols, restrictions, local dynamics and any ‘burning’ issues www.bushtel.nt.gov.au 	<ul style="list-style-type: none"> Identify Aboriginal authorities, other community members and regional staff who you should be informing, working with and learning from on the project or issue
Project	<ul style="list-style-type: none"> Define the project, opportunity or issue as well as the objectives and outcomes Clarify the decisions being made and who will make them, as well as any related decisions already made Identify community and other stakeholders Identify the level and goal of engagement for each stakeholder group Identify the community engagement purpose, objectives and outcomes Plan and use methods and tools that suit the engagement and ensure the full participation of all stakeholders Identify risks and plan how to manage them throughout the project 	<ul style="list-style-type: none"> Find out what is already known about the project, opportunity or issue, knowledge gaps, relevant history, level of interest and potential conflict or risk Use Remote Information Coordination System (RICS) for planning, documenting and evaluating engagement, coordination and visits Find out how to contact other stakeholders, and where opportunities for collaboration, coordination, challenges or conflicts may exist or arise Develop, support and use community-based and regional processes (e.g. Aboriginal governance groups, inter-agency meetings, Regional Coordination Committees) Facilitate community members’ understanding of government processes and responses
Relationships	<ul style="list-style-type: none"> Good relationships are essential – find ways to build understanding and trust with Aboriginal authorities, community members and other stakeholders Respect and follow local cultural protocols 	<ul style="list-style-type: none"> Work closely with community-based and regional staff and others who have well-developed relationships with community members Keep everyone well informed at every stage of the project/process
Time	<ul style="list-style-type: none"> Avoid rushing – allow time and flexibility to build relationships and enable maximum participation Allow time for community members and other stakeholders to understand and provide input into the project, opportunity or issue 	<ul style="list-style-type: none"> Base the negotiation of timing and timeframes on both community and government parameters Ensure all stakeholders are kept up to date and have time to respond when things change
Communication and Close-the-loop	<ul style="list-style-type: none"> Communicate in ways that are appropriate and understood (e.g. interpreters) Ensure community members and other stakeholders are informed before, during and after the engagement Follow up and close the loop with community members and other stakeholders 	<ul style="list-style-type: none"> Help community members raise ideas and issues with the appropriate government agency Obtain and pass on responses to these
Evaluation	<ul style="list-style-type: none"> Before you start, plan evaluation of the engagement objectives, outcomes and process – from introducing the project, staying in touch and receiving feedback As you go along, document, monitor and evaluate what happens, whether planned engagement objectives were met or not and any unplanned outcomes Ensure evaluation process is relevant and meaningful to the stakeholders Use evaluation to continuously improve engagement practice 	<ul style="list-style-type: none"> Facilitate input into the ongoing evaluation and improvement of Remote Engagement and Coordination Strategy and RICS from community and other stakeholders at regional and executive levels
You	<ul style="list-style-type: none"> Consider your self-awareness, engagement skills, cultural competency, basic skills and training and identify gaps in your knowledge and skills Be aware of assumptions and cultural bias you may bringing, or even whether you are suited to remote work Stay open to learning and reflect on your performance 	<ul style="list-style-type: none"> Identify, organise and promote professional support, learning or training opportunities you may need Record your reflections and evaluations in RICS or the relevant government system.