

Inclusive Engagement Toolkit

Understanding the Inclusive Engagement Toolkit



This toolkit was developed to support the inclusion and engagement of vulnerable or marginalised groups of our community. Engagement is about communicating and interacting with people and involving them in the planning and decision making of our services.

These tools and resources are focused on engaging, relating and partnering with clients and communities to deliver quality services that are responsive to individual client* needs.

Key points to consider

- There is no one size fits all approach to inclusion and engagement. The toolkit is a general resource and should be used to promote a collaborative approach to inclusion and engagement.
- Rather than adding on inclusive engagement strategies, organisations should strive to start from an inclusive basis and implement inclusive engagement measures at all levels.
- We encourage dialogue and shared learning to improve the process of inclusivity. Feedback is welcomed to continue to develop the Inclusive Engagement Toolkit.

Intersectionality

Anglicare's approach to diversity and inclusion is based on the concept of intersectionality, which emphasises overlapping groups and experiences.

Intersectionality recognises that each person's identity is made up of many elements such as race, gender, sexuality and age. These are interdependent and individuals can experience discrimination and inequality based on their intersection.

With that in mind, this toolkit provides a basis for creating a more diverse and inclusive community by outlining what is required to provide equitable and inclusive services to all.

Inclusivity

We continually strive to improve the inclusivity, equity and outreach of our services to ensure that all community members have access to support how and when they need it.

Being inclusive is about “finding, offering and supporting opportunities for people of all ages, abilities and backgrounds, to participate, to learn, to contribute and to belong¹”.

1 - Down Syndrome Australia, 2019, National Disability Insurance Scheme
<https://www.downsyndrome.org.au/community_inclusion.html>

What is in the toolkit?

Tools for Understanding Clients – these tools are designed to help understand clients and build supportive, collaborative relationships that centre on individualised approaches.

Tools include:

- Client Journey Mapping
- Client Stories
- Conversation Analysis and Word Association

Tools for Partnering with Clients– these tools are designed to be used in partnership with diverse client groups to ensure that services and practices meet client needs.

Tools include:

- Client Representatives
- Co-Design

Factsheets – these present some points to consider when engaging with particular groups or sub-groups in the community. They are not designed to represent all individuals in the group, rather to highlight key areas to think about.

Groups include:

- Culturally and Linguistically Diverse People
- Lesbian, Gay, Bisexual, Trans and Gender Diverse and Intersex People
- Aboriginal and Torres Strait Islander People

We'd love to hear from you!

If you would like to provide feedback or comments or let us know how you are using the Inclusive Engagement Toolkit, please contact partnerships@anglicaresq.org.au.

*Please note that we refer to service users in this toolkit as clients but other content referenced may refer to them as consumers, customers, patients etc.