

## Community Engagement Strategy

### 1. Purpose

The purpose of this strategy is to strengthen relationships, increase visibility, and foster meaningful collaboration with the community to support participant choice, inclusion, and recovery. This approach aims to:

- Enhance community access for NDIS participants.
- Increase awareness and trust in our services.
- Build reciprocal relationships with community, health, and mainstream services.
- Promote inclusive practices and capacity building.

### 2. Guiding Principles

This strategy is underpinned by:

- Person-Centred Practice
- Trauma-Informed and Culturally Safe Approaches
- Recovery-Oriented Practice
- Co-design and Collaboration
- Social Justice and Inclusion
- Ethical and Transparent Communication

### 3. Goals

Goal	Description
Increase Awareness	Ensure community members and services understand who we are and what we do.
Build Trust and Reputation	Develop a respected local profile built on reliability, transparency, and advocacy.
Strengthen Participant Outcomes	Expand local networks and access points to improve social participation, recovery outcomes, and inclusion.
Drive Referrals and Collaboration	Establish a reliable referral network with providers, community groups, health services, and LACs.
Embed Co-Design	Involve participants and community stakeholders in shaping services and approaches.

#### 4. Key Stakeholders

- NDIS Participants and Families
- Local Area Coordinators (LACs) and ECEI Partners
- Mainstream services (GPs, hospitals, Centrelink, housing)
- Community groups and neighbourhood houses
- Peer support and advocacy organisations
- First Nations services and CALD groups
- Allied health and disability providers
- Schools, TAFEs, and job agencies
- Local government and councils

#### 5. Engagement Activities

Activity	Description	Frequency
<b>Community Networking</b>	Attend local expos, interagency meetings, and disability networks.	Monthly/Quarterly
<b>Referral Partner Outreach</b>	Introduce services to GP clinics, housing, mental health, job providers.	Ongoing
<b>Workshops &amp; Information Sessions</b>	Host or co-host events for participants and carers.	Quarterly
<b>Participant Feedback Forums</b>	Structured feedback groups to inform service improvement.	6-monthly
<b>Co-Design Panels</b>	Include participants in reviewing processes, intake, and materials.	As needed
<b>Social Media &amp; Digital Presence</b>	Share stories, events, resources, and updates.	Weekly
<b>Local Collaboration Projects</b>	Collaborate on joint projects with community centres, Aboriginal organisations, etc.	Opportunistic

## 6. Inclusive and Culturally Safe Practices

- Partner with Aboriginal-led organisations for community events and referrals.
- Attend cultural competence and anti-racism training annually.
- Provide materials in plain English and relevant community languages.
- Seek interpreter services and culturally appropriate communication.
- Actively listen to underrepresented groups in service development.

## 7. Measurement and Evaluation

Measure	Indicator
Reach	Number of events attended/hosted; website/social reach
Engagement	Participant feedback, co-design participation
Referrals	Increase in referrals from mainstream/community sources
Outcomes	Participant goals met through increased community connection
Relationships	Number of collaborative projects, partnerships, or MOUs

## 8. Continuous Improvement

Findings and feedback from engagement activities will be reviewed as part of:

- Annual service planning
- Team reflective practice sessions
- Quality assurance and audit readiness
- Staff supervision and professional development

## 9. Conclusion

This strategy reflects our commitment to building strong, inclusive, and lasting connections within the community. By embedding engagement into our everyday practice, we strengthen outcomes for participants, build trust across the sector, and create a more inclusive society.

Our approach is not static — it will evolve based on community feedback, sector changes, and the voices of those we support. Community engagement is everyone's responsibility, and together, we make a greater impact.