

Planning Community Consultation

Why are you consulting?
What is the purpose of the consultation? For example, find out what the community needs.
What questions would you like the consultation to answer? For example, how much do people know about our service? What kind of services does the community want?
What do you want the consultation to achieve ? For example, to gather information about the needs of older people, to have community input into a new development project.
Who is being consulted?
Who specifically is being consulted? For example, a geographical community, a community or interest/subgroup.
What are the characteristics of the community you seek to consult? Issues to consider may include: the people, the groups and organisations, area and environment, power and politics, communication channels.
What might be the community's interest/motivation for participating in the consultation? What needs does the community think the consultation will meet?
Who are other stakeholders who need to be consulted? For example, other service providers, government departments, businesses.
Are there any barriers to community involvement in, and support of the consultation? For example, bad experience with a previous consultation, lack of experience in being involved in consultation processes.

How will these barriers be overcome/addressed ?
What level of community consultation or involvement is appropriate?
What level of community consultation is appropriate? For example, Informing, seeking information, involving, participatory decision making.
Who is consulting?
Who is conducting the consultation? Who else should be involved?
What is the nature of the relationship between the group/people leading the consultation and the community?
Who will actually be involved in the consultation process?
What skills will the people involved in the consultation need? Where and how will they gain these skills if they do not have them now?
What is the communication like?
What is the existing level of communication between the people leading the consultation/the organisation and the community?
Are there any communication barriers ? For example language, class, philosophical barriers.
What resources are required to facilitate communication ? For example, interpreters, translated information. Where/how will they be obtained?

How will you consult?
What are the most appropriate consultation techniques ? For example a focus group, a public meeting, visits to existing community groups, radio talk back sessions.
When will you consult?
What is the time and time frame for the whole consultation process? Including, advertising, providing feedback, implementation of actions arising from the consultation.
How will you promote the consultation?
How and where will you promote the consultation?
What resources will you need?
Which resources will be required for the consultation? For example, child care, food, recorders, interpreters, venue.
What is the cost of the consultation?
How will you give the community feedback?
What are some possible ways for giving the community feedback from the consultation?
How will you evaluate the consultation?
How will the consultation be evaluated ?
Other Issues