

Meaningful Engagement
for Social Inclusion:

A Practice Guide

TOOLS

RESOURCES

TEMPLATES

FRAMEWORK

Acknowledgements

We acknowledge the Traditional Owners of the lands on which this document was developed, the people of the Kulin Nation. We pay our respects to Elders past, present and emerging and to all Aboriginal and Torres Strait Islander people. We recognise the ongoing living culture of all Aboriginal people. We express commitment to Aboriginal self-determination and our hope for reconciliation and justice.

Members of the Working Group

We are grateful for the efforts and contributions of the Working Group; representatives from Access Health and Community, Djerriwarrh Health Services, HealthWest Partnership, IPC Health, Maribyrnong City Council, Merri Health and the North Western Melbourne PHN.

Disclaimer

While all resources referenced within this document were sourced from the public domain if you are going to use another person's work, please contact and ask for permission to use or adapt the tool.

Feedback

All feedback on this Guide is welcome.

If you have any story of how this Guide has been used or if you would like to offer additional resources, please contact HealthWest Partnership with the details below.

Key Contact

HealthWest Partnership

(+61) 03 9248 9662

HWOoffice@healthwest.org.au

www.healthwest.org.au

Level 1, 37 Albert St, Footscray VIC 3011



Contents

Practice Guide in Summary 4

1 Introduction 7

1.1 How to use this Document 8

2 Social Inclusion 9

2.1 Social Inclusion – Definition 9

2.2 Social Inclusion – The Theory 11

3 Social Inclusion in Practice 18

3.1 Social Inclusion - Different Models 18

3.2 Social Inclusion - Localised Context 25

3.3 Social Inclusion - Evaluation 29

4 Internal Organisational Support for Social Inclusion 32

4.1 Internal - Policies and Procedures 32

4.2 Internal - Workforce and Recruitment 36

4.3 Internal - Community Participation 38

4.4 Internal - Project Planning and Communication 39

4.5 Internal – Collaboration and Online Tools 42

5 Networking and Training Opportunities 47

5.1 Training and Resource Centres 47

5.2 Networking and Conferences 48

5.3 Associations and Peak Bodies 49

6 References 51

Practice Guide in Summary

This is a guide on how to create or improve your social inclusion work.

In other words, “how can you ensure that your social inclusion work with communities is more meaningful?” It provides a compass to useful documents, resources, frameworks and tools to improve your practice, whether that is externally with individuals and communities or internally within your organisation.

The following is a quick summary of some highly useful tools found while this Guide was being generated:

What is social inclusion?

➤ [Guideline and Toolkit for Social Connection Initiatives](#)

This Toolkit by the Hume Region Office of the Department of Health and Human Services Victoria helps provide guidelines for the complex issue of social inclusion and working with communities.

Social inclusion in practice with a community or target population

➤ [Community Tool Box](#)

The Community Tool Box is a service of the Centre for Community Health and Development at the University of Kansas. It is a very useful collection of resources that align strongly with this Guide.

➤ [The Evaluation Toolbox](#)

The Community Sustainability Engagement – Evaluation Toolbox is designed as a one-stop-shop for evaluation in engagement projects.

Internal support for project management and communication

➤ [HealthWest Community Participation Resources](#)

HealthWest developed several resources to support community participation within organisations. These resources can be used as templates when developing:

- Community participation policy
- Community participant role description
- Community orientation manual

➤ [IPC’s Health Literacy Guide: Making Client Resources Easy to Use and Understand](#)

A guide for developing client resources, created by local organisation IPC Health. This includes instructions for writing in plain language, testing readability, using images, including consumers and community feedback survey for client resources.

Networking and training opportunities

➤ [Groupwork Centre](#)

Groupwork Centre runs training around diversity and power in the workplace, such as managing rank, power and diversity in groups.

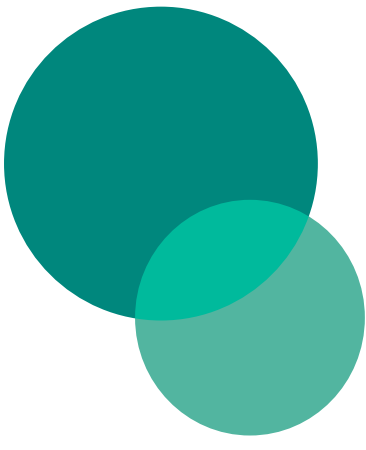
➤ [Health Issues Centre](#)

The Health Issues Centre has a calendar of upcoming training and events on their website. Categories include consumer training, health staff training, on-site training and accredited training.

Quick Guide

Click on any of these:





“Societies that enable all citizens to play a full and useful role in the social, economic and cultural life of their society will be healthier than those where people face insecurity, exclusion and deprivation.”¹

WHO, 2003



¹ World Health Organisation (WHO) Europe (2003), The Solid Facts: Social Determinants of Health. http://www.euro.who.int/_data/assets/pdf_file/0005/98438/e81384.pdf

Introduction

This Practice Guide is designed as a collection of existing resources, guides, frameworks and examples of good practice to help professionals and organisations in their social inclusion work. It helps organisations to increase their ability to engage with communities of interest in a meaningful and impactful way.

This Practice Guide is a collection of resources and techniques from various sectors and priority areas. It includes information on how to advocate within your organisation, how to help inform decision-makers and how to engage with your target audience.

We encourage you to not 'dismiss' a tool or resource if it talks about a different priority area than what you work in. Rather, consider how the tool someone has used/developed could be adapted to your needs.

“Public sector organisations are more likely to adopt some improvement tools and techniques in comparison to their private sector counterparts.”²

Background and origin

This document emerged from work of the Western Region Primary Prevention Taskforce and the Inner North West Primary Care Partnership's (INWPCP's) Prevention Alliance. Preliminary mapping of prevention priorities in Melbourne's western and inner northern suburbs revealed that social inclusion (as a determinant of mental health³) was an area of common interest for partners and their communities for the 2017-21 planning cycle.

This Practice Guide is a collection of knowledge and expertise of those in Melbourne's western region, who work in social inclusion. It aims to tackle challenges that were repeatedly raised during joint forums and surveys on the topic of social inclusion.

2 Matthew Tickle, Dotun Adebajo, Robin Mann & Francis Ojadi (2015) Business improvement tools and techniques: a comparison across sectors and industries, *International Journal of Production Research*, 53:2, 354-370

3 VicHealth (2005) Social Inclusion as a Determinant of Mental Health and Wellbeing: Research Summary 2. Available at www.vichealth.vic.gov.au/media-and-resources/publications/social-inclusion-as-a-determinant-of-mental-health-and-wellbeing

1.1 How to use this document

To use this document either read it in its entirety or go to the section most relevant to your current work.

Every section in this document is important to the quality of social inclusion work. The theory, models, evaluations, internal organisational systems and external networks all help each other and result in meaningful engagement. However, each section can be reviewed independent of the others.

This document is split into resources identified as being useful both externally with communities (to assist with on-the-ground work) and internally within an organisation (to help with policies and procedures).

How to use:

- Circulate it with your team, colleagues and networks
- Keep it saved on your desktop as a reference document
- As a secondary consultation tool, refer to it if asked a question

1.1.1 At a glance

To quickly find a useful reference try either:

- Searching the document for your current needs (CTRL+F), or
- Use this key to quickly see if resources contain important concepts, are easy to use or offer templates for use.



IMPORTANT
OR KEY
CONCEPT



PRACTICAL
EXAMPLE



SIMPLE
EASY OR BASIC
TOOL(S)



FRAMEWORKS
OR TEMPLATES



MULTIMEDIA:
VIDEOS,
WEBINARS,
PODCASTS



ONLINE
TOOL OR
PLATFORM

1.1.2 Interactive contents page

Refer to **page 5** to use the interactive contents page. Simply ask yourself what you're currently working on or looking to improve on and click on the most relevant option to be taken to that section.

Social Inclusion

2.1 Social inclusion - definition

There is no universally accepted definition of social inclusion, however in the Australian context social inclusion has been defined as having the resources, opportunities and capabilities to:

Learn	Participate in education and training
Work	Participate in employment, unpaid or voluntary work including family and carer responsibilities
Engage	Connect with people, use local services and participate in local, cultural, civic and recreational activities
Have a voice	Influence decisions that affect them ⁴

In this Guide we will explore social inclusion and how to work with individuals and communities meaningfully by using good practice and improving internal processes.

This Guide focuses on the Engage and Have a Voice pillars of this definition. However, it is important to note that Learn and Work should not be overlooked when it comes to achieving social inclusion.

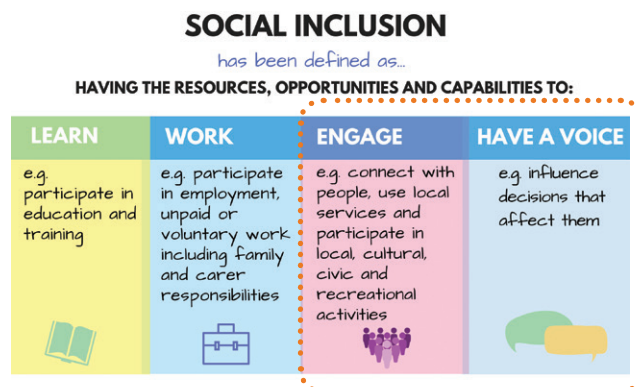


Figure 1.

HealthWest, Prevention Taskforce Forum 2018

⁴ Commonwealth of Australia (2012) Social Inclusion in Australia: How Australia is fairing, 2nd Edition, Australian Social Inclusion Board.

2.1.1 Related concepts

Different, but similar terms, are often used instead of social inclusion. While each is important, social inclusion is a core component of building healthy communities.

Social cohesion

Social cohesion refers to the ongoing process of fostering positive social relationships. A socially cohesive society is one which works towards the wellbeing of all its members, fights exclusion and marginalisation, creates a sense of belonging, promotes trust and offers its members the equitable opportunity of upward mobility.⁵

Social capital

Social capital is a term used to describe the particular features of social relationships within a group or community or the social relationships of an individual. This includes such things as the extent of trust between people, whether they have a shared understanding of how they should behave toward, and care for one another, and the extent of participation in civic organisations, such as sporting clubs and school councils.⁶ Three types of social capital are commonly described:

- Bonding capital: the relationships and bonds among close family members, friends and neighbours
- Bridging capital: the weaker ties that are formed among distant friends, acquaintances, colleagues and associates
- Linking capital: the connections between institutions and members of a community, or between groups with different levels of power and social status⁷

Social exclusion

In contrast, social exclusion, is defined as the “restriction of access to opportunities and [a] limitation of the capabilities required to capitalise on these opportunities”.⁸

5 OECD (2011) Perspectives on Global Development 2012: Social Cohesion in a Shifting World: Executive Summary. Available at: www.oecd.org/site/devpgd2012/49067839.pdf

6 VicHealth (2005) Social Inclusion as a Determinant of Mental Health and Wellbeing: Research Summary 2.

7 VicHealth (2005) Social Inclusion as a Determinant of Mental Health and Wellbeing: Research Summary 2.

8 Hayes, A., Gray, M., & Edwards, B. (2008) Social inclusion: Origins, concepts and key themes. Canberra: Social Inclusion Unit, Department of Prime Minister and Cabinet.

2.2 Social inclusion - the theory

In social inclusion it is important to establish an understanding of a few core concepts, where they comes from and how they impacts health.

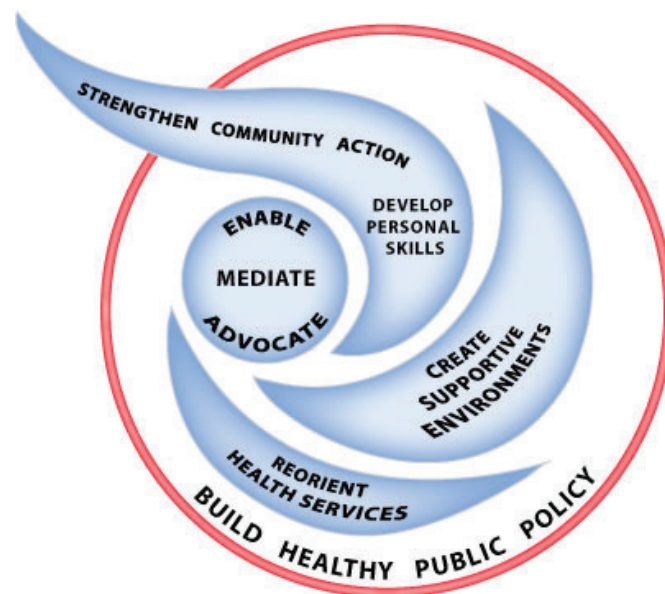
2.2.1 Ottawa Charter

The Ottawa Charter is named for the first international conference on health promotion run by the World Health Organisation in 1986.

The three core areas to create long term change, at a population level:

- 1 Advocate:** social change and resources must be advocated for at a community and organisational level
- 2 Enable:** individuals are empowered (or enabled) through health equity to make changes to the determinants of health that affect them
- 3 Mediation:** the need for integration across sectors and collaboration to achieve an impact that the health sector alone cannot do

For a better understanding of the Ottawa Charter review the Victorian Better Health Channel summary page.



9

www.betterhealth.vic.gov.au/health/ServicesAndSupport/ottawa-charter-for-health-promotion



IMPORTANT



SIMPLE

- 9 Health Studies Unit 3, Ottawa Charpter. Available at: https://erol.side.wa.edu.au/content/file/5f698b78-0fe9-423e-a203-852ec48068b3/1/Health_Studies_Unit3.zip/Health_Studies_Unit3/Cell_1/content/01_health_inequities/page_06.htm

2.2.2 Level of Engagement

Organisations can use this table to determine their current level of consumer engagement.

Below is the table of engagement from Merri Health's Engagement Policy demonstrating the scale of "Level of Engagement" compared to the "Goal" and various example for each.

Level of Engagement	Goal	Role of Community	When is it Useful?	Examples: Engagement Methods
INFORM	To provide community with balanced and best practice information to assist them in understanding their health and wellbeing and all the options available for them to make informed decisions. Information is tailored to the needs of each individual as required.	To listen	When we just need to tell people about something. We are not seeking their feedback or trying to make a decision.	<ul style="list-style-type: none"> • Newsletters • Displays or posters • Education and awareness raising programs • Local radio • Facts sheets, websites, social media posts or emails • Letter drop, media release or on-hold telephone message • Reports
CONSULT	Listen to and acknowledge concerns and aspirations and provide feedback on how public input influenced the decision.	To contribute	When we want to gather new ideas or we are seeking feedback on an issue, service, program or a proposal idea. We keep full control of the decision.	<ul style="list-style-type: none"> • Feedback forms, suggestion boxes or email feedback • Online forums, polls or social media posts • Roadshows, forums, information sessions or pop-up stalls • Focus group discussions, surveys or one-on-one interviews • Open days
INVOLVE	To work directly with community, partners and stakeholders throughout the process to ensure concerns and aspirations are consistently understood and considered.	To participate	When we need in-depth discussion with people about an issue. We seek their input and influence on a decision	<ul style="list-style-type: none"> • Card storming • Consumers panel and committee involvement • Community visioning; deliberative polling; conversation cafes, creative arts expression, participatory editing; public meetings, working groups, workshops, stakeholder networks, photovoice projects
COLLABORATE	Partner and work with our consumers, stakeholders and the community on decision including the formulation development of alternatives and the identification of the preferred solution. Incorporate advice and recommendations of consumers	To partner	When we want to develop a solution in equal partnership with people.	<ul style="list-style-type: none"> • Co-design workshops • Strengths-based project • Symposiums or round tables • Leadership and upskilling training for consumers
EMPOWER	To place final decision making in the hands of the consumers and community and implement what is decided.	To decide	When we want to empower people to generate the solution and manage the process themselves.	<ul style="list-style-type: none"> • Co-design workshops • Community reference group or taskforce • Participation in governance structures • Advocacy

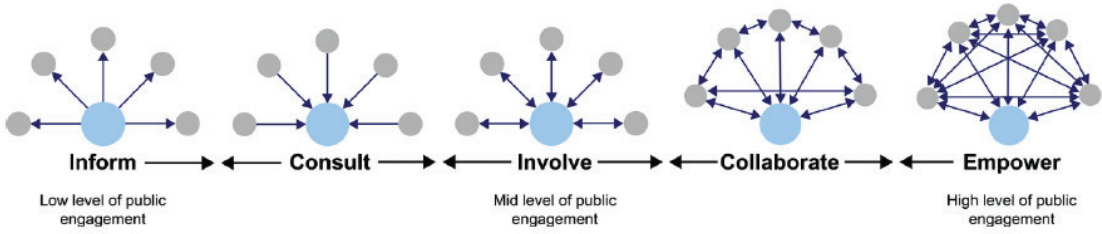


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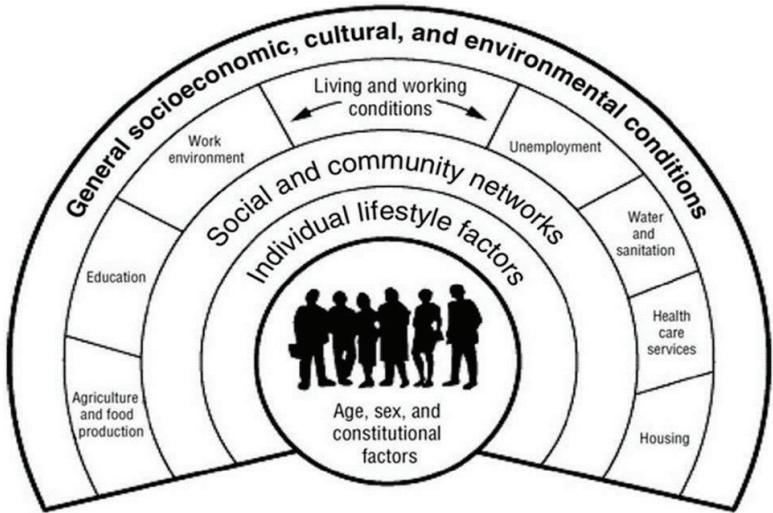
The International Association for Public Participation (IAP2) offers a lot of information on their Public Participation Spectrum. Organisations can use this spectrum to determine the most appropriate level of consumer engagement.



10

The level of engagement can change over the life of a project. A key concept of the IAP2's Public Participation Spectrum is that the level of "Public Participation Goal" should correctly and honestly match the level of "Promise to the Public" of your project or organisation.¹¹

www.iap2.org.au/Home



12

2.2.3 Social Determinants of Health

Australia's Health 2016 examines the determinants of health. Three key factors include social, biomedical and behavioural risk factors. Social inclusion is strongly influenced by a range of these social determinants of health.

www.aihw.gov.au/reports/australias-health/australias-health-2016/contents/determinants



10 Victorian Auditor-General's Office (VAGO). Based on IAP2. Available at: www.audit.vic.gov.au/report/public-participation-government-decision-making?section=32066--1-audit-context

11 International Association for Public Participation, Australasia. Available at: www.iap2.org.au/Tenant/C0000004/00000001/files/IAP2_Public_Participation_Spectrum.pdf

12 Dahlgren and Whitehead (1991). Sourced: Public Health England, Chapter 6: Social Determinates of Health, Figure 1: the Dahlgren and Whitehead model of health determinants. Available at: www.gov.uk/government/publications/health-profile-for-england/chapter-6-social-determinants-of-health

Prevention

Prevention can be described as treating the underlying causes of ill-health. As an alternative to explaining prevention in terms of the “social determinants of health”, consider framing the concept using the “health iceberg” or “river model”.

- **Health Iceberg**

The Iceberg analogy shows the relationship between visual factors that contribute to health (above the waterline) and the many other factors involved (below the water line).

croakey.org/rural-health-advocates-urged-to-target-the-treasurer-beware-the-iceberg/



SIMPLE

- **River Model**

Addressing the Social Determinants

The Victorian Healthcare Association explained “downstream” and “upstream” action in a table using the examples of obesity and violence against women.

vha.org.au/docs/population-health-planning-framework_social-determinants.pdf



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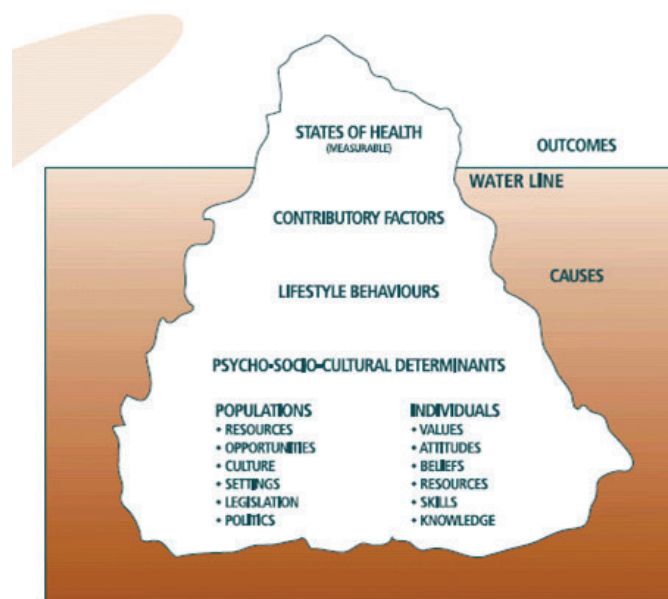
The Upstream Solution

Watch this for a short video illustrating the importance of “upstream” work using the example of the safety of children.

www.youtube.com/watch?v=pn2akD5joXM



MEDIA



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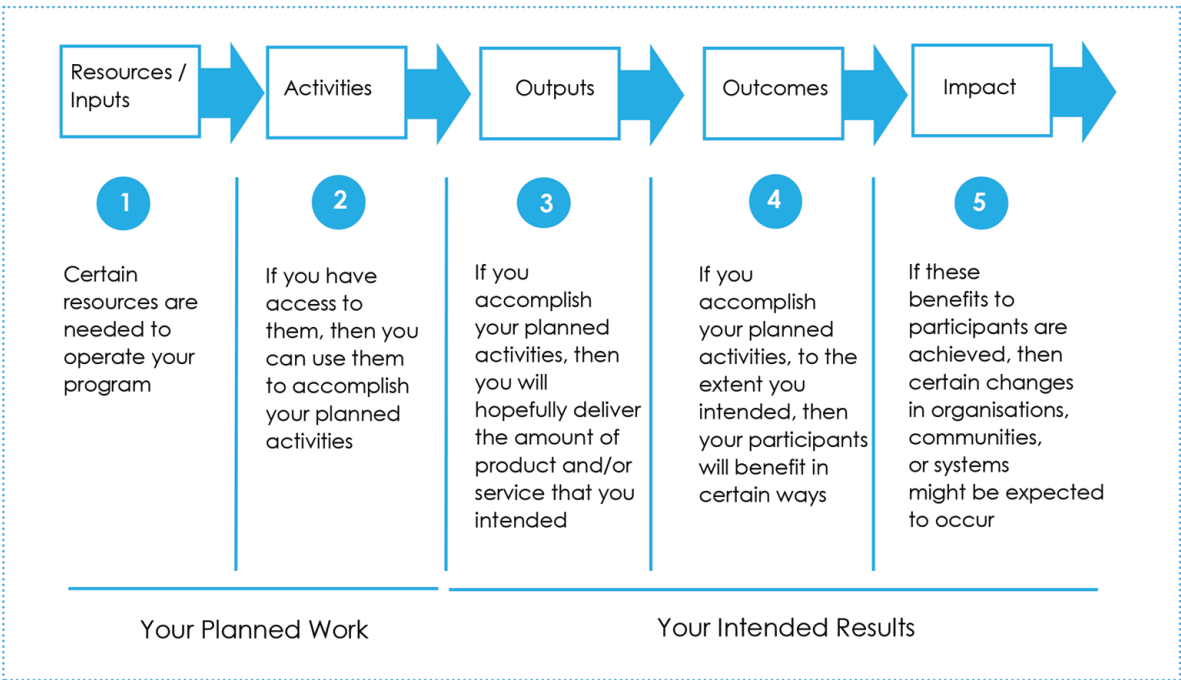
13 Latrobe, School of Education, Understanding Social and Emotional Wellbeing. Available at: materials/student_teacher_wellbeing/studentwellbeing_040.html

2.2.4 Theory of Change

The Theory of Change model is designed to clearly articulate your inputs, activities, outputs, and final goal.

It uses an “if-then” assumption (IF we do A and B, THEN C should occur). This doesn’t always happen, but a Theory of Change model is generated by including your known Resources and making educated assumptions of Activities and Outputs.

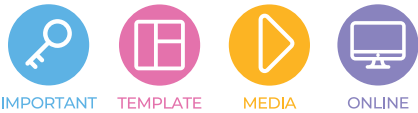
The Theory of Change model should be a living document that changes as a project progresses. It is a core project management tool when it comes to social inclusion and creating meaningful change.



14

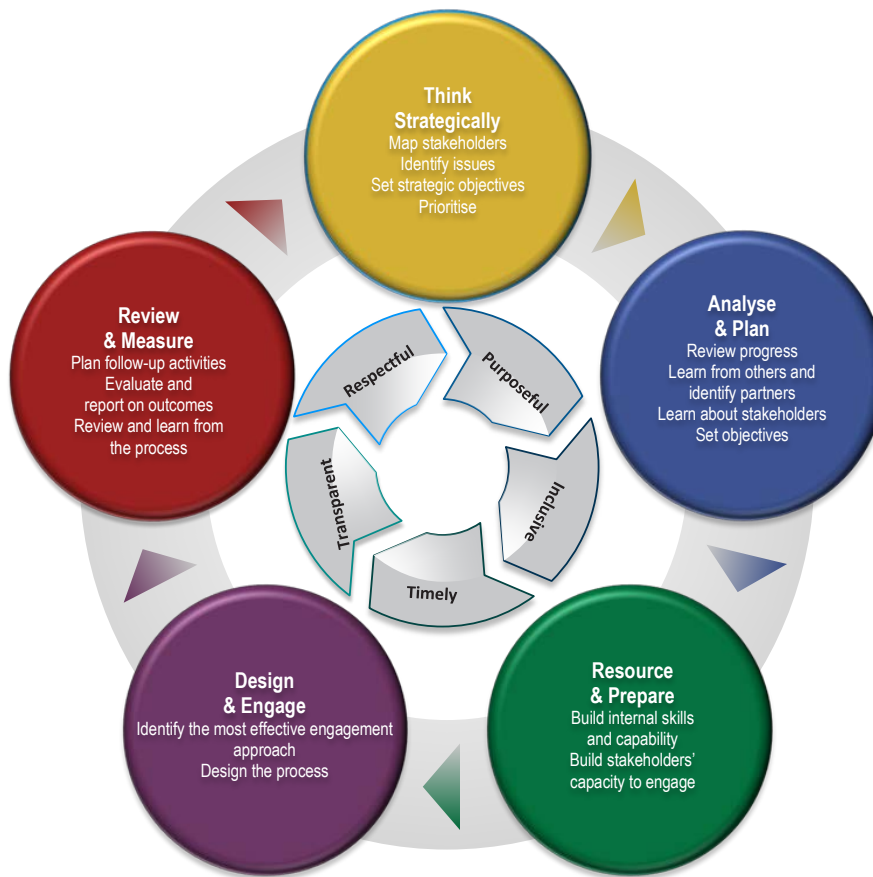
You can find out more about the official Theory of Change Online (TOCO) tool, webinars and other resources here:

www.theoryofchange.org



2.2.5 Five Step Stakeholder Engagement Model

A Department of Health framework for communication with stakeholders. The Five Step Stakeholder Engagement Model helps you think about how to keep people informed, be clear about expectations and recognise different values, beliefs, perceptions and ideas of stakeholders.



15

The framework lays out principles for stakeholder engagement to be purposeful, inclusive, timely, transparent and respectful.

www.health.gov.au/resources/publications/stakeholder-engagement-framework










SIMPLE

2.2.6 Additional Resources

Guideline and Toolkit for Social Connection Initiatives

A Toolkit designed to help navigate the complex issue of social inclusion and working with communities. The Toolkit covers theory, programs and many other resources. It includes guidelines, key points, information sheets, external links and discussion sheets.

	This icon refers to a Guideline .
	This icon indicates a summary of the Key Points for that Guideline.
	This icon indicates there is a tool available to use as an Activity Sheet to support program development.
	This icon directs the reader to an Information Sheet for further learning.
	This icon indicates a Web Link to a resource on an external website.
	This icon indicates a Discussion Sheet is available to understand the Guideline and/or to brainstorm ideas.
	This icon represents a Planning Worksheet to progress ideas or adapt to need.

16

www.gvpcp.org.au/wp-content/uploads/2017/01/2016-Social-Connections-Toolkit.pdf

DEEPER DIVE

The Pocket Guide to Health Promotion easily breaks down the concept of health promotion and is a good starting point for those seeking a better understanding of social inclusion. It explains different programs, planning, asset mapping, evaluation and recommendations for further reading.

The Pocket Guide to Health Promotion “explains the importance of enabling people to gain more control over their lives and health”.¹⁷

It is divided into three parts:

- **Chapter 1** - explains health promotion and community-based work
- **Chapter 2** - covers advocacy, the social determinants of health, power and salutogenesis
- **Chapter 3** - provides methods of asset-based community development communication and ethics



16 Hume Region Office of the Department of Health and Human Services (2013 – 2015) Guideline and Toolkit for Social Connection Initiatives, Social Connections for Healthy Ageing. Available at: www.gvpcp.org.au/wp-content/uploads/2017/01/2016-Social-Connections-Toolkit.pdf

17 Laverack, Glenn (2014) The Pocket Guide to Health Promotion. McGraw-Hill Education. Available at: www.researchgate.net/publication/263132416_The_pocket_guide_to_health_promotion

Social Inclusion in Practice

3.1 Social inclusion - different models

3.1.1 Asset-based Community Development (Strength-based)

Asset-based Community Development (or Strength-based Community Development) works to highlight and build on the assets or positive aspects within a community and not focus on the negatives. As opposed to a deficit-based approach that focuses on what needs to be “fixed” or what is wrong.

- **Asset Based Community Development (ABCD)**

Nurture Development is a leader of ABCD in Europe. They offer lots of information on how to help mobilise individuals, groups and organisations to come together and capitalise on their strengths.

This resource describes five key aspects:

- Asset-based approach
- Deficit-based vs Asset-based comparison
- Power of associations
- Principles for facilitating Asset Based Community Development
- Asset Based Community Development in practice



IMPORTANT

[www.nurturedevelopment.org/
asset-based-community-
development/](http://www.nurturedevelopment.org/asset-based-community-development/)

HIGHLY USEFUL

Asset-based Community Development Institute

The Asset-based Community Development Institute, run by DePaul University has a toolkit dedicated to ABCD. Helpful resources presenting the ABCD principles, training videos and podcasts.

Tools are arranged into three aspects:

- ABCD talking point tools
- Asset mapping tools
- Facilitating tools

[www.resources.depau.edu/
abcd-instituteresources/Pages/toolkit.aspx](http://www.resources.depau.edu/abcd-instituteresources/Pages/toolkit.aspx)



SIMPLE



MEDIA

- **TED Talks – Sustainable Community Development: From What’s Wrong to What’s Strong**

Cormac Russell, managing director of Nurture Development, talks about his work with local communities, non-government organisations and governments on asset-based community development and other strengths-based approaches.



EXAMPLE

www.youtube.com/watch?v=a5xR4QB1ADw

3.1.2 Place-based (Place-making)

Place-based approaches look to improve the social, cultural, economic and physical environments to ultimately improve health and reduce ill-health within a certain area.

- **People, Places, Processes - Reducing health inequalities through balanced health promotion approaches**

People, Places, Processes Reducing this VicHealth document looks to aid those planning health promotion programs or interventions at a local level, to reduce health inequalities.



TEMPLATE

www.vichealth.vic.gov.au/~media/resourcecentre/publicationsandresources/health2inequalities/peopleplacesprocesses/peopleplacesprocesses.ashx

- **Place-based Initiatives in the West: Highlighting Promising Practice**

Place-based Initiatives in the West is a report for those interested in asset-based community development. The report includes 4 projects - each with their own unique approach to place-based work across Melbourne’s west and offers learnings for the improvement of health and wellbeing via place-based work.



EXAMPLE

www.healthwest.org.au/events-and-networks/networks/healthpromotion-prevention/place-based/initiatives-in-the-west/



- **7 Day Makeover**

A place-making framework that aims to engage residents in active beautification of their physical environment. To improve community and build stronger social cohesion through a trial-based framework that maximises outputs and minimizes turn-around time.



EXAMPLE

www.creative-communities.com



MEDIA

www.7day.com.au/



18

3.1.3 Co-design

Co-design is about “engaging consumers and users of products and services in the design process, with the idea that this will ultimately lead to improvements and innovation”¹⁹. In social inclusion, co-design is utilised to tackle complex problems where a proven solution isn’t known. Health and community service providers work together with their target population to design and prototype possible solutions.

- **An Introduction to Co-Design**

Written by Ingrid Burkett, this resource introduces the concept of co-design and includes 5 questions organisations can answer to determine organisational readiness.

➤ www.yacwa.org.au/wp-content/uploads/2016/09/An-Introduction-to-Co-Design-by-Ingrid-Burkett.pdf

HIGHLY USEFUL

People Powered Health Co-Production Catalogue

Co-Production is the implementation of a co-design idea. True to its name, this is a comprehensive catalogue of resources on co-production in different settings. It includes a range of case studies, resources and other information to enable practitioners to reflect on their work, where co-production fits in their engagement and how to do co-production in practice.



EXAMPLE

➤ www.qi.elft.nhs.uk/resource/people-powered-health-co-production-catalogue/



- **Participatory Design of evidence based online youth mental health promotion, intervention and treatment**

Provides an overview of participatory design and methods organisations can use.



TEMPLATE

➤ www.westernsydney.edu.au/_data/assets/pdf_file/0005/476330/Young_and_Well_CRC_IM_PD_Guide.pdf

- **Co-production – Putting principles into practice in mental health context**

This report focuses on co-production, how it differs from other forms of participatory work and many examples in the mental health setting. It also includes questions to consider prior to committing to co-production.



SIMPLE

➤ recoverylibrary.unimelb.edu.au/_data/assets/pdf_file/0010/2659969/Coproduction_putting-principles-into-practice.pdf

¹⁹ Burkett, I., An Introduction to Co-design, Knode, Available at: www.yacwa.org.au/wp-content/uploads/2016/09/An-Introduction-to-Co-Design-by-Ingrid-Burkett.pdf

3.1.4 Deliberative Engagement (Deliberative Democracy)

Deliberative engagement (or democracy) further empowers community, local residents or specific groups to work with government or decision-makers. This method emphasises the importance of information “processing” and not just “exchange” presenting relevant facts to a group of individuals and analysing it from multiple points of view, perspectives, opinions and understandings.

- **What is Deliberative Engagement (Deliberative Democracy)?**

MosaicLab offer the basic principles of deliberative engagement, items for different forms it may take and case studies. Examples of this method of engagement include: citizens' juries, participatory budgeting, deliberative panels and forums and citizens' assemblies.

➤ www.mosaiclab.com.au/what-is-deliberative-democracy#

- **Deliberative Engagement Guide**

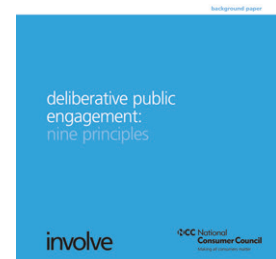
This guide draws on several case studies in Europe from an EU funded project. It will help with what to do before, during and after an event using this method.

➤ www.involve.org.uk/sites/default/files/field/attachemnt/SME-DE-Deliberative-Engagement-Guide-EN.pdf

- **Deliberative Public Engagement: Nine Principles**

The NCC created this document to improve how consumers are worked with. It offers definitions, a scale of engagement types by length of process, when to use this method and nine principles of effective deliberative public engagement.

➤ www.involve.org.uk/sites/default/files/uploads/Deliberative-public-engagement-nine-principles_0.pdf



- **Deliberative Engagement**

Part 1 of a three-part series explaining deliberative engagement with animation.



➤ www.youtube.com/watch?v=_8qB7pPf6Ec

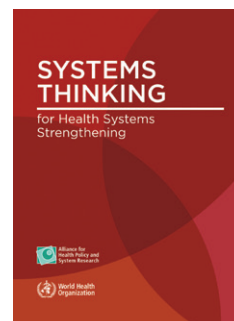
3.1.5 Systems Thinking

Systems thinking is the practice of considering a complex problem within the context of its system, frameworks, relationships and boundaries. Systems thinking looks to address the system itself so that an improved health outcome is possible.

- **Systems Thinking for Health Systems Strengthening**

This report on systems thinking offers an understanding on the intervention and how it can practically be used to improve health. It suggests ways to strengthen interventions and highlight opportunities for synergies within a health system.

It also includes Ten Steps to Systems Thinking.



SIMPLE

www.who.int/alliance-hpsr/systemsthinking/en/

- **The Australian Prevention Partnership Centre – Systems and solutions for better health**

The Prevention Centre’s website offers resources, factsheets, publications, videos, webinars and many other useful tools for those looking to use a systems thinking approach.



ONLINE

preventioncentre.org.au/resources/learn-about-systems/

- **Pocket Guide to Systems Wayfinding**

This tool will assist with conversations, when it comes to a “systems” way of thinking.

The foldable version of the Pocket is [here](#) and a poster version is [here](#).



SIMPLE

3.1.6 Collective Impact

Collective impact is where all partners share a common agenda, shared measurements and are held together by a common backbone organisation.

- **5 Conditions of Collective Impact**

Clear Impact breaks down Collective Impact into a 5-condition approach. This helps professionals to understand Collective Impact and use it to address complex social problems.



clearimpact.com/achieving-collective-impact/

DEEPER DIVE

Collective impact 3.0 - An evolving framework for community change

The Tamarack Institute have released Collective Impact 3.0, which includes fresh thinking on the change model.

➤ www.tamarackcommunity.ca/library/collective-impact-3.0-an-evolving-framework-for-community-change

➤ www.collectiveimpactforum.org/sites/default/files/Collective%20Impact%203.0.pdf

3.1.7 Case-studies and Practical Examples

• Our Neighbourhood

Our Neighbourhood by AusPost is a user-friendly collection of open sources, guides and tools. Ideal for individuals, groups and organisations to quickly look something up or further build their capacity to work in a community-based way.

This platform has many free and useful resources including: guides, tools, stories, workbooks and events.

Information is also grouped into:

Immersion: getting to know a community

Co-design: designing with a community

Prototyping: making and testing with a community



SIMPLE



ONLINE

➤ ourneighbourhood.auspost/



• Better Together

Better Together is the South Australian Government's way of working towards good engagement.

It includes 6 principles of engagement to guide best practice:

- We know why we are engaging
- We know who to engage
- We know the history
- We start together
- We are genuine
- We are relevant and engaging



EXAMPLE

➤ bettertogether.sa.gov.au/

- **Strong Community Toolkit**

The Alcohol and Drug Foundation – Community Hub offers a range of toolkits and webinars to help provide guidance on community engagement.



community.adf.org.au/plan/project-and-activity-toolkits/#strong-and-connected-communities

- **Animation - How to Start a Community Project in 10-Steps**

A short animated video for organisations and community members. It sets-out how to start a community action in 10 steps.



www.healthwest.org.au/projects/community-leadership/community-leadership-in-the-west/community-leadership-animation/



- **How to co-design with young Victorians**

VicHealth offers this page to support the use of co-design when developing and delivering programs with young people. To ensure results are suitable and meet the needs of those young people. It offers “how to”, workshop guides, several case studies and other examples.

www.vichealth.vic.gov.au/media-and-resources/publications/co-design

3.2 Social inclusion - localised context

In any work with the community it is important interventions are grounded in local data. What demographics are in your population? At what level is your population ready for you to work with them?

- **Local Government Area Data**

Look for local data such as population, income, age and other demographic information of your region by checking these websites:



SIMPLE



ONLINE

www.data.vic.gov.au/data/dataset/2015-local-government-area-profiles

www.abs.gov.au/databyregion

www.lga.com.au/

- **Victorian Women's Health Atlas**

Women's Health Victoria offers this interactive tool to illustrate health by gender and location. The Atlas easily provides gender-specific health and socioeconomic data, use it to track and compare health indicators across regions and local government areas.

whv.org.au/resources/victorian-womens-health-atlas

Priority Health Areas

Sexual and Reproductive Health	▼
Mental Health	▼
Avoidable Mortality	▼
Violence Against Women	▼
Cancer	▼
Gender Equality	▼

- **From Symbols to Systems**

A report on strengthening Aboriginal and Torres Strait Islander cultural security in mainstream organisations. It offers a framework that can be used to help assess against priority areas (pages 30-41).



TEMPLATE

www.inwpcp.org.au/wp-content/uploads/2017/06/From-symbols-to-systems-framework-7_12_17.pdf

- **Wellness Dreaming**

cohealth has designed a two-day facilitation training program that uses a strength-based approach in community conversations and enabling self-determination for wellbeing. It provokes service providers to re-think holistic wellness and prioritises the voices of Aboriginal and Torres Strait Islander people. Training participants need to have completed Aboriginal Cultural Awareness Training within the past twelve months.

www.cohealth.org.au/health-promotion/wellness-dreaming/

- **Wellness Dreaming Story**

Audio: listen to this audio on how Wellness Dreaming offers a new model of working:



MEDIA

www.abc.net.au/radionational/programs/lifematters/wellness-dreaming/8494286

Video: watch this video: for more information on the Wellness Dreaming story and insights from program participants:



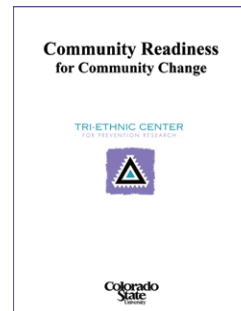
[Wellness Dreaming training – participant insights](#)

3.2.1 Readiness

- **Community Readiness for Community Change**

The Community Readiness Model was developed at the Tri-Ethnic Center for Prevention Research, to help review and assess just how ready a chosen community is to address an issue.

This document includes further explanations on the importance of community readiness, activities, tables and templates for the assessment. It considers dimensions such as knowledge, leadership, community climate and resources.



www.triethniccenter.colostate.edu/community-readiness-2/

HIGHLY USEFUL

Community Tool Box

The Community Tool Box is a service of the **Centre for Community Health and Development** at the University of Kansas. It is a very useful collection of resources that align strongly with this document.

Chapter 2 - Section 9 focuses on community readiness. It includes definitions, checklists, examples and tools. However, the website has many other resources for other topics from problem solving and goal management to building leadership.



IMPORTANT



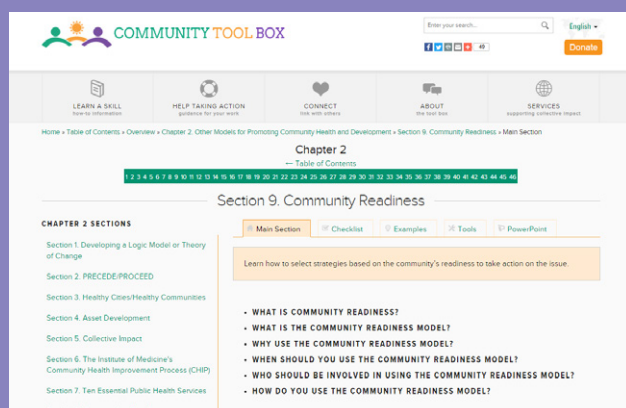
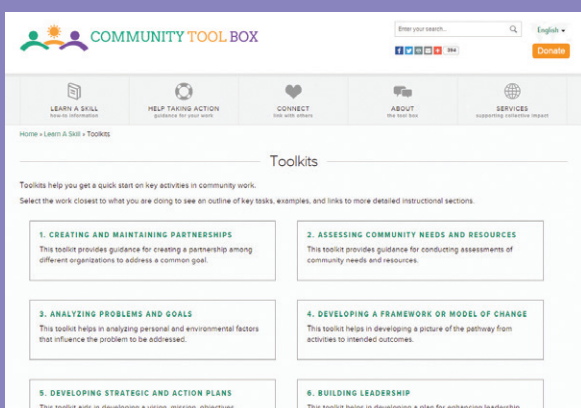
SIMPLE



ONLINE

ctb.ku.edu/en/table-of-contents/overview/models-for-community-health-and-development/community-readiness/main

ctb.ku.edu/en/toolkits



3.2.2 Language

- **Community Directory**

Victorian Multicultural Commission Community Directory is a convenient and easy online tool to search for local community associations and organisations. This Community Directory can also be used to find interpreting and translating services.

➔ www.multicultural.vic.gov.au/resources/community-directory/communities?organisation-type=Interpreting%20and%20Translating%20Organisations&limit=5&action=submitted&8faa12377265b472535783bc679c769f=1

- **Free Interpreting Service**

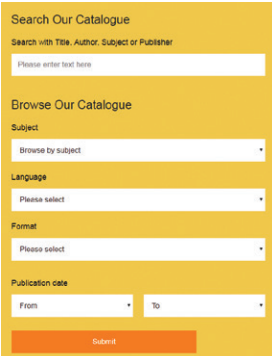
This service is provided by TIS National on behalf of Department of Social Services. Check to see if your organisation is eligible for free interpreting services, for anyone with an Australian Medicare card.

➔ www.dss.gov.au/our-responsibilities/settlement-services/programs-policy/settle-in-australia/help-with-english/free-interpreting-service

- **Multilingual Library Catalogue**

An online catalogue of over 5000 resources in over 70 languages on women's health and wellbeing.

➔ www.mcwh.com.au/multilingual-library-catalogue/



3.2.3 Case-studies and Practical Examples

Here are several examples of localised approaches to social inclusion in Melbourne's west, where community readiness has been assessed and built-on to affect change.

- **Festival for Healthy Living**

The festival has worked in partnership with the community and stakeholders to engage young people with a focus on supporting health through art.



EXAMPLE

➔ www.rch.org.au/mental-health/festival-for-healthy-living/

- **Women Making it Happen**

Community driven facilitated project to take action to prevent violence against women and promote and support gender equity through projects, events and activities.



MEDIA

➔ www.youtube.com/watch?v=sONRp5x-CZo

- **Engaging Communities**

An ongoing initiative from the City of Ballarat to engage with their community. “My Say” allows community members to sign-up to be a part of the Engaging Communities program or just have a say in a survey or forum.



EXAMPLE

mysay.ballarat.vic.gov.au/engaging-communities

- **The Neighbourhood Project**

The Neighbourhood Project works with local people to create community-led change. They develop a local urban area using a place-making model of changing physical space to drive long-term local improvement.



EXAMPLE

theneighbourhoodproject.org/

3.3 Social inclusion - evaluation

Evaluation is important and ideally should be occurring throughout the life of any project. The following is a selection of resources for further information on evaluation, different methods and applications.

- **The Evaluation Toolbox**

The Community Sustainability Engagement – Evaluation Toolbox is designed as a one-stop-shop for evaluation in engagement projects. Take advantage of their templates, tools and case studies.

Review best-practice methods, how to plan an evaluation and tools to help implementation.

- What is evaluation?
- How to plan a monitoring and evaluation system?
- Evaluation tools and techniques
- How to present evaluation results?



- **The Step-by-Step Guide to Evaluation**

This W.K. Kellogg Foundation resource includes types of evaluation (i.e. monitoring, process and outcomes), preparing for the evaluation, logic models, evaluation questions, data collection and analysis.

➔ ww2.wkkf.org/digital/evaluationguide/view.html#p=6

➔ ww2.wkkf.org/digital/evaluationguide/view.html#p=1

EMERGING PRACTICE

The Well

The Well resource project is designed as a comprehensive source of evidence-based resources and local wisdom on different health and wellbeing topics.

The Well was created by the Outer East and Inner East Primary Care Partnerships who work across the Eastern Metropolitan Region of Melbourne. It has the aim of increasing a shared language in the field, sharing experience and connecting with others interested in the same topic.

➔ www.thewellresource.org.au/about-us



- **Community Door**

Community Door, run by QRRR, has a wide variety of useful resources on topics including: administration, collaboration, financial management, fundraising, innovation, outcomes, risk management and volunteer management.

Community Door also has current news, resources and other information to assist in planning and evaluation.



SIMPLE



ONLINE

www.communitydoor.org.au/planning-and-evaluation

Planning and evaluation
Strategic planning
Critical success factors
The strategic plan
Business continuity
Measuring organisational performance
Program and service evaluation
The evaluation team
The evaluation process
Logic models
Performance indicators
Collecting data
Reporting on evaluation
Service agreements
Organisational policy
Developing policy
Putting policy into practice
Useful resources

- **Basic Guide to Outcomes-Based Evaluation for Non-profit Organizations with Very Limited Resources**

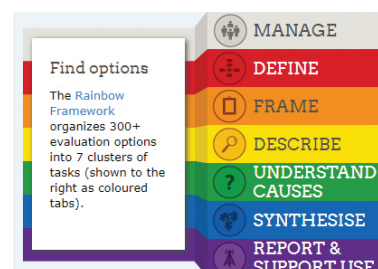
This guide by **Management Help** describes some basic planning and implementation advice for evaluation. It is targeted at organisations conducting an outcomes-based evaluation and what that process involves.

managementhelp.org/evaluation/outcomes-evaluation-guide.htm

- **Better Evaluation**

Better Evaluation offers the Rainbow Framework as a collection of approaches, methods and processes for evaluation practices.

www.betterevaluation.org/



- **Evaluation Framework for Health Promotion and Disease Prevention Programs**

Victoria's Department of Health created this framework for developing evaluations of social engagement programs.

www2.health.vic.gov.au/about/publications/policiesandguidelines/Evaluation%20framework%20for%20health%20promotion%20and%20disease%20prevention%20programs

3.3.1 Case-studies and Practical Examples

- **Sets of Principles for Evaluating Systems Change Efforts**

An additional resource within The Systems Change Evaluation Canvas.

It describes 15 principles that guide evaluation. It describes how each evaluation must be uniquely tailored to the issues, people and resources available, if these principles are followed it will improve the quality and effectiveness of the evaluation.



EXAMPLE

cdn2.hubspot.net/hubfs/316071/Events/Multi-Day%20Events/Evaluation%20+%20DesignResources/WhatWeKnowSoFar-Systems-Change-Evaluation_update.pdf

www.tamarackcommunity.ca/library/systems-change-evaluation-canvas

- **Impact Evaluation of the Opening Doors Community Leadership Program for Social Inclusion**

An example of an impact evaluation, this report shows how a participatory qualitative impact evaluation method is better suited to capture and evaluate community development programs.



EXAMPLE

www.iepcp.org.au/wp-content/uploads/2016/12/Opening-Doors-Evaluation-Final-Report-2016.pdf

- **How to Conduct Focus Groups**

The Visual Communication Guy explains focus groups as a qualitative research method. Use these seven steps as an easy “how to...” for conducting focus groups.

thevisualcommunicationguy.com/2018/01/30/how-to-conduct-focus-groups/

DEEPER DIVE

The Australian Evaluation Society

The Australian Evaluation Society (AES) offers a range of evaluation resources on subjects connected with evaluation, evaluation competencies, ethical guidelines, frameworks and other useful links.

www.aes.asn.au/resources.html

4

Internal Organisational Support for Social Inclusion

4.1 Internal - policies & procedures

Your internal organisational environment can greatly impact on outcomes and your ability to perform social inclusion work. The first step - assess your organisations current climate around social inclusion.

Start by considering these assessment tools, before going on to look at change management and examples of positive organisational policies.

- **Kotter's 8-Step Change Model**

This is a change management tool, outlining Kotter's 8 step model. It's easy to read, includes videos, and has additional links to useful pages and videos of the concept.



20



MEDIA



ONLINE

www.mindtools.com/pages/article/newPPM_82.htm

EMERGING PRACTICE

Partnering in Healthcare Self-assessment

Better health outcomes occur when consumers, health workers and communities work together, unfortunately each health organisation has a different level of success when it comes to partnering with community.

The Safer Care Victoria self-assessment is designed to:

- identify your service's current strengths and challenges in this area
- identify at least two domains and priorities to focus on in the next 12 months.

Use the Partnering in Healthcare Self-assessment Tool here.



SIMPLE

bettersafercare.vic.gov.au/resources/tools/partnering-in-healthcare

- **Social Inclusion and Diversity Checklist**

A user-friendly and useful document. It focuses on a checklist that takes between 15-20 minutes to complete. Covering indicators of an organisation's:

- Commitment to social inclusion and diversity principles
- Commitment to the principles of Corporate Social Responsibility
- Community engagement
- Leadership and management
- Policies and human resource procedures
- Training
- Health, well-being and accessibility
- Monitoring and evaluation



21



TEMPLATE

www.ryde.nsw.gov.au/files/assets/public/community/2018-02-social-inclusion-and-diversity-checklist.pdf

- **The Health Literacy Environment Activity Packet - First Impressions & Walking Interview**

A more comprehensive checklist and interview process for assessing the barriers and inclusiveness of organisations. It outlines activities to capture peoples “first impressions” from multiple entry points (i.e. phone call, web page, physical entrance). It also has a six-stage activity to judge a person’s experience by a “walking interview”.



TEMPLATE

www.hsph.harvard.edu/healthliteracy/practice/environmental-barriers/

- **Bang the Table**

Listen to this podcast of the Five Components of a Successful Engagement Framework. The five key components covered include governance, capability and support, process, using a central portal and continuous improvement.



MEDIA

www.bangthetable.com/resources/engagement-podcasts/city-of-mandurah/?utm_source=marketing&utm_medium=email&utm_campaign=Newsletter-MAR19

DEEPER DIVE

Capacity Building and Change Management – A Guide for Community Services

This manual by the Victorian Alcohol & Drug Association covers why there is a need for change management and building capacity, kinds of change and how to enact change.

This is a thorough manual explaining resistance to change as Level 1 (I don’t get it), Level 2 (I don’t like it), and Level 3 (I don’t like you).

www.vaada.org.au/resources/capacity-building-and-change-management-a-guide-for-community-services/



4.1.1 Case-studies and Practical Examples

- **New South Wales Government Plain Language Policy**

An example of a plain language policy. Use this to help draft a similar policy within your organisation.



EXAMPLE

www.legislation.nsw.gov.au/dp2-pco_plain_language_policy.pdf

- **Illawarra Shoalhaven Local Health District Health Literacy Framework**

An example of a framework that includes clear goals and health literacy scorecard.



EXAMPLE

www.cec.health.nsw.gov.au/_data/assets/pdf_file/0010/259066/islhdhealthliteracyframework.pdf

DEEPER DIVE

Social Inclusion Evaluation Framework for the Northern Sydney Regional Organisation of Councils

This document looks at working together on social inclusion, an evaluation framework, tools and how to use the tools.

It includes three streams:

- An inclusive community
- Healthy, resilient, and connected community members
- A supportive service system

mosman.nsw.gov.au/community

4.2 Internal - workforce and recruitment

Here we'll explore recruitment, talking specifically about professional recruitment. If you'd like to know more about community member recruitment, please see 1.4 Community Participation.

- **The HealthWest Partnership - Standards for Workforce Mutuality**

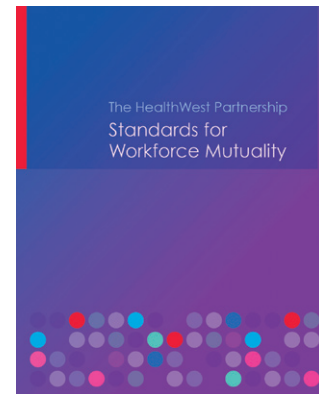
Use the Standards for Workforce Mutuality to help build inclusive employment practices into any organisation.

Use this to improve how responsive your organisation is to the diversity of its community. It considers all forms of diversity, including: cultural and linguistic, gender, sexuality, ability and more.



TEMPLATE

healthwest.org.au/projects/workforce-mutuality/



- **Prioritised Health Literacy and Clear Communication Practices for Health Care Professionals**

This journal article ranks health literacy and clear communication practices. It can be used to identify health literacy competencies when writing position descriptions and selection criteria²².



SIMPLE

www.semanticscholar.org/paper/Prioritized-Health-Literacy-and-Clear-Communication-Coleman-Hudson/67d0b8f50dc82cd0d40b1f50638f1f19b1dab373

22 Coleman et al. (2017) Prioritized Health Literacy and Clear Communication Practices for Health Care Professionals

HIGHLY USEFUL

HealthWest Community Participation Resources

HealthWest developed several resources to support community participation within organisations.

These resources can be used as templates when developing:

- Community Participation Policy
- Community Reimbursement
- Community Participant Role Description
- Community Orientation Manual and Process



SIMPLE

www.healthwest.org.au/community-corner/community-participation-2

Video: Community participants discuss what it's like to be consulted and working with an organisation.



TEMPLATE

www.healthwest.org.au/community-corner/stories-of-participation/

Webinar: Increasing community participation online (this is a practical overview of how to design surveys)



MEDIA

www.youtube.com/watch?v=1Ukp79HKsZY

4.3 Internal - community participation

Community participation within or contributing to an organisation is often termed “consumer participation”.

- **Consumer Connect**

Consumer Connect is a Health Issues Centre program that connects consumers with health services and community organisations with the aim of ensuring the unique experience, knowledge and ideas of consumers can be used to improve the delivery of health care.



EXAMPLE

www.healthissuescentre.org.au/consumers/getting-involved-in-health-care/consumer-connect

- **Consumer Representatives Program: Agency Handbook**

Developed by the Queensland Government - the handbook provides information and ideas for health agencies on how to invite, encourage and support consumer engagement on committees.



EXAMPLE

www.health.qld.gov.au/_data/assets/pdf_file/0028/425944/agen_handbook.pdf

4.3.1 Case-studies and Practical Examples

- **Austin Health’s Consumer Engagement Plan**

An example of a consumer engagement plan.



EXAMPLE

www.austin.org.au/Assets/Files/CE%20Plan%20FINAL.pdf

- **Framework for Participation**

Recent Australian and international examples of consumer participation frameworks, developed by the Health Issues Centre.



TEMPLATE

www.healthissuescentre.org.au/images/uploads/resources/Frameworks-for-participation.pdf

4.4 Internal - project planning and communication

Tools to assist in the management of your work, work between team members and work across an organisation.

4.4.1 Project Planning Tools

- **SWOT Analysis**

A strategic technique that helps you assess the Strengths, Weakness, Opportunities and Threats of a project²³. Visit the MindTools website for worksheets, infographics and videos to help you with this.



www.mindtools.com/pages/article/newTMC_05.htm

IMPORTANT SIMPLE



24

- **Four Stages of Competence**

Noel Burch developed the Conscious Competence Ladder in the 1970s. It breaks down the thought or learning process into four stages of developing competency. The model highlights the impact of our consciousness (awareness) and skill level (competence).



25


www.mindtools.com/pages/article/newISS_96.htm

SIMPLE

- **Social Lean Canvas**

The Social Lean Canvas helps you easily generate a user-friendly project plan. Have it all laid out in front of you (i.e. purpose, impact, problem, solutions, etc.) and use this template to communicate your project plan with others in your team.



socialleancanvas.com/

TEMPLATE ONLINE



²³ Mind Tools, . Available at: www.mindtools.com

²⁴ SWOT Analysis. Available at: serc.carleton.edu/NAGTWorkshops/departments/degree_programs/swot.html

²⁵ The Four Stage of Competency, Zainab Zaki. Available at: medium.com/@zainabz/the-four-stages-of-competence-ee5c6046b205

4.4.2 Accessible and clear communication tools

- **Centre for Plain Language**

Plain language resources and online training.



ONLINE

www.centerforplainlanguage.org

- **Always Use Teach-back Toolkit**

A comprehensive online toolkit which uses principles of plain language and using teach-back to confirm understanding. Includes an online learning module and tool for coaching practitioners to always use teach-back.



IMPORTANT

www.teachbacktraining.org

HIGHLY USEFUL

IPC's Health Literacy Guide: Making client resources easy to use and understand

A good practice guide for developing client resources, created by local organisation IPC Health. This includes instructions for writing in plain language, testing readability, using images, including consumers, community feedback survey for client resources.



SIMPLE

www.ipchealth.com.au/health-literacy-guide-2



- **The Health Literacy Workplace Toolkit**

Developed by the Tasmanian Government, this website contains practical information and tools to help improve communication.

This Toolkit has many resources for how to improve practice, including:

- Two-minute tips: both for spoken and written
- Speaking with people who are hearing impaired, deaf or communication impaired
- Tailoring information



SIMPLE

www.dhhs.tas.gov.au/publichealth/health_literacy/communications_and_health_literacy_workplace_toolkit

4.4.3 Case-studies and Practical Examples

- **Drop the Jargon**

Resources for implementing a Drop the Jargon campaign, this event usually occurs during health literacy month (October).

www.dropthejargon.org.au



- **Rainbow Tick Standards**

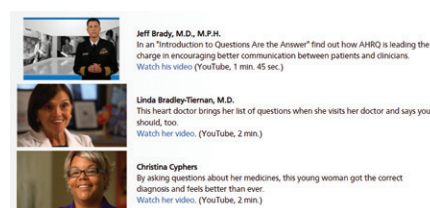
Rainbow Tick consists of six standards which organisations can be independently assessed and formally accredited against to demonstrate their commitment to LGBTI inclusive practice and service delivery. The **Rainbow Tick Standards** are currently in their second edition and are supported by the **Rainbow Tick guide to LGBTI-inclusive practice**.



www.qip.com.au/standards/rainbow-tick-standards/

- **Agency for Healthcare Research and Quality – Videos**

Short videos about the benefits of asking questions from the perspectives of health care professionals and consumers.



www.ahrq.gov/patients-consumers/patient-involvement/ask-your-doctor/videos/index.html

- **Can They Understand?**

Testing Patient Education Materials with Intended Readers

An article which includes suggestions to help you find out if your readers can understand what you are writing.



www.healthliteracy.com/2001/11/01/testing-materials-with-readers

DEEPER DIVE

The Patient Education Materials Assessment Tool (PEMAT) and User's Guide

This is a more in-depth instrument to help assess the Understandability of patients when it comes to both print and audio-visual material.

www.ahrq.gov/professionals/prevention-chronic-care/improve/self-mgmt/pemat/index.html

4.5 Internal - collaboration and online tools

There are many tools and online platforms available to assist in your social inclusion work. Review the following options for ideas on how to use project management and communication tools.

4.5.1 Collaboration tools

Online mediums or channels that support groups to come together, work, collaborate and plan remotely.

Trello **Free & Paid Versions**

A task management tool, Trello will help you organise, plan and manage actions for your work.

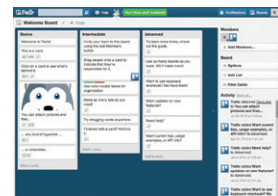


SIMPLE



ONLINE

www.trello.com/en-AU



Workplace by Facebook **Free & Paid Versions**

Facebook offers a platform for group work in the form of Workplace. It offers messaging, video chats and group collaboration.

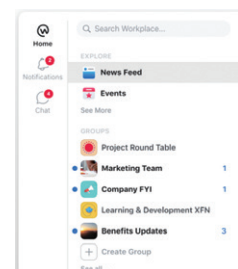


SIMPLE



ONLINE

www.facebook.com/workplace



GoToMeetings **Paid Version**

Schedule online meetings and video conferences. GoToMeetings helps you collaborate with partners or run webinars, as long as stakeholders have internet access.



SIMPLE



ONLINE

www.gotomeeting.com/



Microsoft Teams Free & Paid Versions

A collaboration platform built-in to Office 365. Microsoft Teams have group chats, online meetings, calling and web conferencing.



SIMPLE



ONLINE

products.office.com/en-us/microsoft-teams/group-chat-software



Yammer Free & Paid Versions

Another communication platform built-in to Office 365. More suited to organisation-wide engagement, such as professional development or communicating with those outside your team.

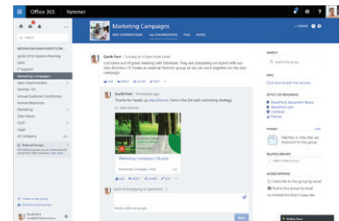


SIMPLE



ONLINE

www.yammer.com/



Zoom Free & Paid Versions

Zoom allows for online meetings, trainings and webinars.



SIMPLE



ONLINE

www.zoom.us



Basecamp Paid Version

Fantastic for both internal and external teams, Basecamp allows a platform for individuals to share documents, discussion topics, set goals, and much more.



SIMPLE



ONLINE

www.basecamp.com



Slack Free & Paid Versions

Another collaboration platform is Slack. You can perform many of the same activities on Slack as Basecamp (except free), with a different layout. On Slack information, chats and documents are in a "thread" or conversation format.



SIMPLE



ONLINE

www.slack.com



Skype Free & Paid Versions

Free online calls, messaging, video conferencing and collaboration across the board.



SIMPLE



ONLINE

www.skype.com/en/



Dropbox Free & Paid Versions

Instantly share folders and documents with colleagues, wherever they are.

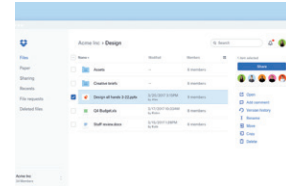


SIMPLE



ONLINE

www.dropbox.com/



4.5.2 Communication tools

Online one-way or two-way tools that allow you to communicate with your target audience.

These tools can also support data collection to help understand the issues or audience.

Mail Chimp Free & Paid Versions

Create mailing lists for projects, networks or meetings. Mail Chimp helps format and automate this process. With many features for analysing the reach, open-rate and forwards of your message.



ONLINE

mailchimp.com/



We Transfer Free

We Transfer is ideal for when you have to quickly share a document, video or media files without creating an account or logging in anywhere. We Transfer helps when a file is too large for email normally or if someone in your team is being blocked from using files sharing platforms like Basecamp or Dropbox.

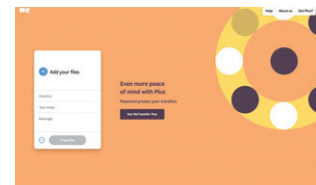


SIMPLE



ONLINE

wettransfer.com/



Doodle Free & Paid Versions

Easily create and share polls to get colleagues and community participants to vote of issues, meeting dates or anything else.



SIMPLE



ONLINE

doodle.com/



SurveyMonkey Free & Paid Versions

SurveyMonkey is a great polling tool, largely because of the flexibility and option when it comes time to download and analyse the results.

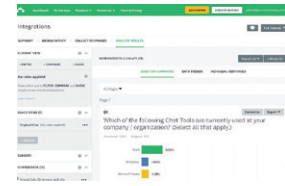


SIMPLE



ONLINE

www.surveymonkey.com/



Google Polls Free

You'll need a Google account to access Google polls. Once you're logged in you can easily start making your survey or poll. With a choice from pre-made themes or the ability to customize the look.

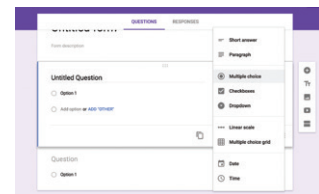


SIMPLE



ONLINE

www.google.com.au/forms/about/



4.5.3 Design tools

Free online easy to use software that supports you to create visual content for engagement

Canva Free & Paid Versions

A user-friendly and intuitive online design platform. Use Canva to help you make flyers, posters, programs and reports for you community engagement work.



SIMPLE



ONLINE

www.canva.com/



Piktochart Free & Paid Versions

Create infographics, presentations or flyers using this easy to navigate platform. Piktochart also has lots of templates and pre-made designs to choose from.



SIMPLE



ONLINE

piktochart.com/formats/infographics/



Icon Array Free

Generate meaningful visuals for your work. Icon Array uses a matrix of icons (human, square or circle) to display at-risk populations, percentages or relevant counts.



SIMPLE



ONLINE

www.iconarray.com/



4.5.4 Other useful online tools

Other useful online services to find services or project management.

Infoxchange Free

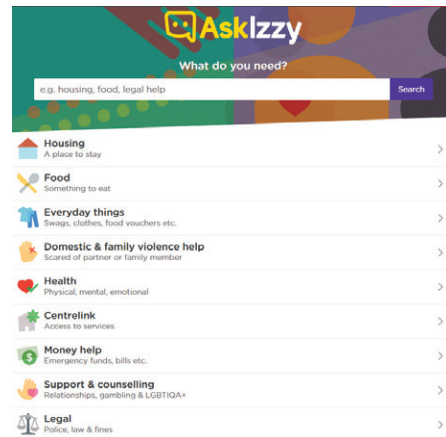
Infoxchange is technology for social justice. It includes useful tools and products like Ask Izzy for social services and programs in your area.



www.infoxchange.org/au



askizzy.org.au/

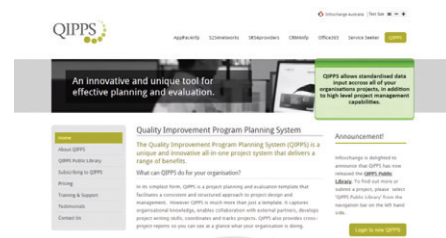


QIPPS Free

A Quality Improvement Program Planning System (QIPPS) for health promotion and community development project. QIPPS is a project planning and evaluation tool that allows data input and project management. Multiple projects and can be used as a walk-through guide for setting up a project or writing up an evaluation report.



www.infoxchange.org/au/products-and-services/project-management



Networking and Training Opportunities

5.1 Training and resource centres

Cognitive Institute

Cognitive Institute offered paid training services, tailored more towards clinical health care. Both individual and organisation wide training and courses are available.

➤ www.cognitiveinstitute.org/courses/

Collaborative Pairs Australia

NorthWest Melbourne PHN (NWP HN) has paired with the Consumers Health Forum of Australia to offer relevant resources, training opportunities and events. They have a unique system of building relationships by exploring different perspectives and role. Creating energy and insight for positive change.

➤ www.chf.org.au/collaborative-pairs

Rainbow Health Victoria

Rainbow Health Victoria offers a range of training and professional development options for individuals and organisations aimed at improving the quality of services they provide to LGBTI people.

➤ www.rainbowhealthvic.org.au/

Groupwork Centre

Groupwork run trainings around diversity and power in the workplace, such as managing rank, power and diversity in groups.

➤ www.groupwork.com.au/courses/diversitypower-workplace-training/

➤ www.groupwork.com.au/facilitation-services/community-engagement/

Health Issues Centre

The Health Issues Centre has a calendar of upcoming training and events on their website. Categories include consumer training, health staff training, on-site training and accredited training.

➤ www.healthissuescentre.org.au/training-events

Victorian Aboriginal Community Controlled Health Organisation

Victorian Aboriginal Community Controlled Health Organisation (VACCHO) delivers accredited courses, short courses, cultural safety and Aboriginal Mental Health First Aid.

➤ www.vaccho.org.au/educational/

Victorian PCP Online Health Literacy Course

Free online course designed to build knowledge and skills in health literacy. Can be embedded in internal Learning Management Systems.

➤ www.vicpcphealthliteracycourse.com.au



ONLINE

5.2 Networking and conferences

Conferences and symposiums provide an opportunity for practitioners, policy makers and organisations to network, share ideas and knowledge.

International Union for Health Promotion and Education (IUHPE)

IUHPE World Conference on Health Promotion operate every 3 years. The next conference is scheduled for 2022 - Montreal, Canada.

Health Promotion Symposium

Operated by the Australian Health Promotion Association. The last symposium was in 2018 in Canberra, Australia. Next event is not yet scheduled.

Public Health Prevention Conference

Run annually by the Public Health Association of Australia (PHAA) in different cities across Australia.

Justice Health Conference

This national conference on health justice partnerships, first held in 2017. The next Justice Health conference is 2019 – Sydney, Australia.

Communicable Disease Control Conference

These conferences cover the persistent and emerging issues surrounding infectious disease control in Australia. Including interventions, rates, the importance of policy and prevention.

World Safety

The 14th world conference on Injury Prevention and Safety Promotion will be held in 2020 - Adelaide, Australia.



Croakey is supported by AHPA and is a website dedicated to independent, in-depth social journalism for health issues and policy. Read more about the latest developments in public health here.

croakey.org/

5.3 Associations and peak bodies

Australian Health Promotion

Association: seeks to advance the health of all people in Australia

- Membership organisation for health promotion professionals.
- Network, Journal articles, advocacy, jobs

➔ www.healthpromotion.org.au/



The Australian Prevention Partnership Centre: Systems and solutions for better health

- National collaboration for better healthcare.
- Systems Thinking: research, policy makers and investigators and promote broad objectives of systems thinking.

➔ preventioncentre.org.au



Centre for Culture, Ethnicity & Health

- Centre for Culture, Ethnicity & Health (CEH) work with health, community and local government organisations to improve understanding and engagement of individuals from culturally and linguistically diverse backgrounds. They offer:
 - Training
 - Multicultural health and support service
 - Cultural competence, health literacy, language services and sexual health resources
 - News and events

➔ www.ceh.org.au/



Consumer Health Forum of Australia

- Consumers Health Forum (CHF) of Australia is the national peak body for healthcare consumers. They advocate for appropriate and equitable healthcare. CHF offer:

- Membership
- Media and news
- Publications

➔ chf.org.au/



Ethic Communities Council of Victoria (ECCV)

- ECCV is a member powered peak body, that works to empower people from culturally diverse backgrounds.

- Membership
- Policy and projects
- Events

➔ eccv.org.au/



Rainbow Health Victoria

- A lesbian, gay, bisexual, transgender and intersex (LGBTI) health and wellbeing policy and resource unit.
- Programs, resources, research and policy

➔ www.rainbowhealthvic.org.au/



Gender Equity Victoria

- Gender Equity Victoria (GEN VIC) work with government, community and private organisation to improve understanding and action towards gender equity, health and freedom from violence for woman and girls.

www.genvic.org.au/



Health Issues Centre: Consumer voices for better healthcare

- Health Issues Centre provides comprehensive resources, training and support to health services and health related organisations to advance consumer participation and patient centred care.
- Includes information about recruiting consumers, advisory groups and improving consumer participation.
- Consumer participation
- Governance and policies
- Resources
- Training

www.healthissuescentre.org.au/



Our Community: Where not-for-profits go for help

- Our Community offers many free resources, templates and subscriptions.
- Membership is free for not-for-profit organisations and they offer different prices to businesses and local government.
- You can access their various grants and fundraising tools at a discounted rate.

www.ourcommunity.com.au/



Probono Australia

- Probono offers a range of knowledge sharing, volunteer and job opportunities, news and other resources on social impact. They also have a calendar of events (both trainings and social) on their website.

probonoaustralia.com.au/



Public Health Australian Association

- The principle non-government organisation for public health in Australia.
- Network, capability building, advocacy and jobs

www.phaa.net.au/



Victorian Health Promotion Foundation (VicHealth)

- Victoria's statutory authority in health promotion
- Guidelines, frameworks and resources

www.vichealth.vic.gov.au/



World Health Organisation

- The specialized branch of the United Nations that focuses on international public health.

www.who.int/



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