# Outcome 6: Consultation

In this information sheet, consultation refers to how your public authority ensures people of all abilities have an opportunity to have their voices heard and valued. Meaningful engagement of people with lived experience of disability in the planning, design, delivery and review phases of your business delivers better outcomes for everyone.

**Disability Access and Inclusion Plan Outcome 6**

* People with disability have the same opportunities as other people to participate in any public consultation by a public authority.

Stakeholders can include people with disability, carers, family and friends, disability service providers, public authority staff, clubs and community facilities, and the broader community.

**Benefits**

By engaging with your stakeholders, public authorities will:

* Gain access to multiple perspectives and expertise.
* Create a culture of collaboration both internally and externally.
* Empower community members to feel included, heard and acknowledged.
* Build trust with the community and positively impact your organisation’s reputation.

**Planning**

When planning your stakeholder engagement, it is important to be clear about:

* Why you are undertaking a stakeholder engagement process.
* Who you want to engage with.
* What engagement model and methods you want to use.
* How you will ensure your stakeholder engagement is accessible and inclusive.
* What resources you will need, including budget and staffing.
* When and where the stakeholder engagement activities will take place.
* How you will communicate the findings to stakeholders.

It is important that stakeholders understand:

* What the stakeholder engagement is aiming to achieve.
* How their input will be used.
* How decision making will be determined.

**Models and methods**

Some public authorities may have an existing corporate community engagement framework or guide. For those that don’t, there are several engagement models that can help you determine your approach and the engagement methods to use.

The [Public Participation Spectrum](https://iap2.org.au/resources/spectrum/) developed by the Institute of Public Participation is an example of a stakeholder engagement model, which identifies a spectrum of engagement through informing, consulting, involving, collaborating and empowering.

Methods might include:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Inform | Consult | Involve | Collaborate | Empower |
| Advertising  Briefings  Events  Factsheets  Info sessions Newsletters | Focus groups  Public comment  Round tables  Public meetings  Surveys  Pop-ups | Advisory groups  Deliberative polling  Digital storytelling  Graphic recording  Open idea walls  Workshops | Charrettes  Citizens’ panels  Co-design  Participatory editing  Working groups | Citizens’ juries  Co-design  Participatory budgeting |

**Useful resources:**

Disability Gateway has a guideline to support engagement of people with disability at

[Good Practice Guidelines for Engaging with People with Disability | Disability Gateway](https://www.disabilitygateway.gov.au/good-practice-guidelines)

WACOSS has developed a lived experience framework outlining principles and practices for lived experience partnerships

[Lived Experience Framework – Principles and Practices for Lived Experience Partnerships](https://www.wacoss.org.au/library/lived-experience-framework-principles-practices-lived-experience-partnerships/)

Inclusion Australia has produced

[A-Guide-to-Planning-Inclusive-Consultations.pdf](https://www.inclusionaustralia.org.au/wp-content/uploads/2023/04/A-Guide-to-Planning-Inclusive-Consultations.pdf)

Mental Health Commission has a stakeholder engagement framework and toolkit at [Stakeholder Engagement (mhc.wa.gov.au)](https://www.mhc.wa.gov.au/about-us/stakeholder-engagement/)