

# Choosing Your Engagement Level

The level you choose is a promise to the community about how much influence they will have. Choose the level you can genuinely honour – then honour it.

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## INFORM

***“We will share information openly and clearly.”***

One-way communication. No community input is collected. Appropriate when decisions are made and awareness is the goal.

Watch for: *Running Inform while appearing to ask for input. Mixed signals erode trust immediately.*

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## CONSULT

***“We will consider your views before deciding.”***

Community provides input; the organisation retains decision authority. The most commonly used level – and the most commonly misrepresented.

Watch for: *Calling it Consult, then ignoring specific feedback without explanation. Always close the loop.*

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## INVOLVE

***“We will work with you to ensure your concerns are reflected.”***

Community participates throughout, not just at one point. Requires more time, genuine access, and real responsiveness.

Watch for: *Choosing Involve without the resources or decision space to deliver on it.*

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## COLLABORATE

***“We will look to you for advice and incorporate it to the maximum extent possible.”***

Community co-designs solutions. Requires substantial decision space, genuine investment, and willingness to be changed by the process.

Watch for: *Promising Collaborate without genuine decision space. The fastest path to engagement theatre.*

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*If unsure, choose the level you can genuinely honour – then be transparent about why.*

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