Community engagement checklist

Version 1.1

Current as at 9 April 2020

This checklist provides community engagement suggestions to support an effective COVID-19 Management Plan. The suggestions are relevant for all management plan phases including development and implementation.

The checklist should be read in conjunction with the National Resources Sector COVID-19 Protocols, Supporting guidelines for remote Aboriginal and Torres Strait Islander communities and other guidelines. It should also be read in conjunction with relevant company and other standards and requirements regarding community engagement and social performance.

Checklist

Community engagement

Refer to the Listening to the Community Guide for more information

1. Identify key community stakeholders to engage including local and/or regional:

    a. Councils, councillors and mayors

    b. Aboriginal and Torres Strait Islander land councils, Traditional Owner organisations and Indigenous organisations

    c. Emergency services agencies, including police

    d. Health services providers, including Aboriginal and Torres Strait Islander and community-led health organisations

    e. Disaster/pandemic management committees/groups

    f. Essential services delivery providers

    g. Suppliers and contractors

    h. Business associations and chambers of commerce (whether or not you are a member)

    i. Family, community and social groups (e.g. Country Women's Association)

    j. News and media outlets

    k. Local conservation, environmental and agricultural groups.

2. Provide all stakeholders with the organisation's current contact details and check that they can easily make contact.

3. Check staffing arrangements for the community team so it is able to meet increased demand for engagement and information.

4. Engage with each stakeholder/stakeholder group to understand priorities, concerns and risks as well as opportunities to work together.

5. Identify appropriate engagement channels, including teleconference, webinars, email, local and regional media, social media and other digital channels.

6. Consider how to engage regarding the COVID-19 management plan and supporting procedures and arrangements. Options could include:

   a. Hosting a central portal on the company website to share key documentation and other materials

   b. Using social media to communicate in a timely way (if appropriate)

   c. Providing plain language community updates

   d. Translating key messages into different languages, including Aboriginal and Torres Strait Islander languages.

Communications

7. Plan how the site and company will share timely, accurate and relevant information. This is especially important in a time of heightened public focus and anxiety.

   a. Establish processes so that site management is aware of and can respond effectively to community and stakeholder concerns and questions.

8. Consider arrangements to support stakeholders to receive information at the same time.

9. Consider what different communication needs stakeholders may have at this time and how these will be met.

10. Consider how social and traditional media may support effective engagement, for example:

    a. Social media may provide a channel for time-sensitive, people-focused communication. It is also helpful for showing implementation of health, safety and community protocols

    b. Traditional media can assist to share messages more broadly.

Grievance/community feedback mechanisms

11. Provide a visible, easily accessible and responsive channel for community members and other stakeholders to raise concerns.

    a. Existing community feedback/complaints mechanisms may be appropriate. Sites and companies should revise arrangements if needed.

    b. Respond to concerns/grievances in a timely manner, and where possible, explain how the site/company has acted on the feedback. All feedback should be taken seriously.

    c. Escalate critical issues to site management for action.

Workforce and community

Refer to the National Resources Sector COVID-19 Protocols for all workforce health and hygiene protocols.

12. Continue staff access to Employee Assistance Programs.

13. Advertise critical vacancies as soon as possible with a focus on promoting in host communities.

Supporting community pandemic responses

14. Participate in or engage with local disaster/pandemic management committees.

15. Engage with existing community partners, including schools, to identify what support they may need.

16. Engage with government agencies, community and Indigenous organisations and other groups to identify what practical support may assist community responses. Support could include:

   a. Use of charter flights and road and rail freight to transport essential goods and services, including food and PPE

   b. Donating to or providing assistance for community groups

   c. Providing access to safety, health and other expertise to assist community response planning

   d. Encouraging workers to adopt COVID-19 health and hygiene procedures at home

   e. Promoting mental health and other information on social media and other channels to support community wellbeing.

Useful links

- [Queensland Resources Council Listening to the Communities guide](#)

- [Head to Health COVID-19 Support](#)

- [Family and Domestic Violence Support](#)