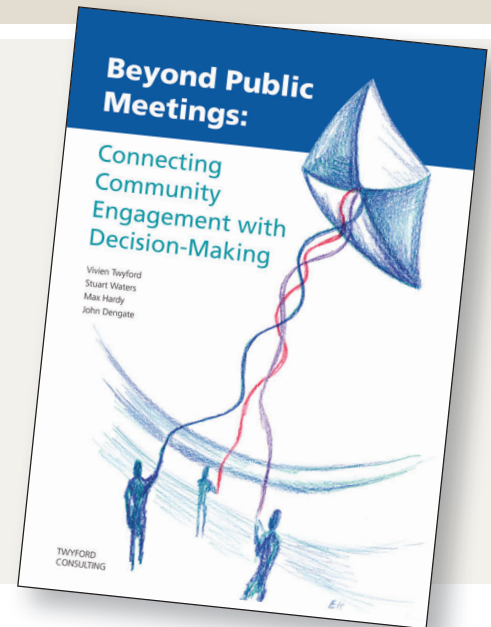


Are you tired of poor quality community engagement that delivers ineffective outcomes?

Beyond Public Meetings: Connecting Community Engagement with Decision-Making

This book is an essential guide to the fundamentals of community engagement and tells you:

- How engaged communities can help make better decisions
- How to go beyond the public meeting by focusing on desired outcomes rather than tired techniques
- How to engage communities in a positive and productive way
- What successful community engagement really feels like



Beyond Public Meetings: Connecting Community Engagement with Decision-Making will help you to see community engagement in a completely new way.

Democracy is a dream, so it is said, and the task of thinkers is to keep the dream alive, while the task of doers is to keep trying to approximate democracy. Twyfords which birthed this book is made of doers who, fortunately, are also thinkers. Not surprisingly then, this thoughtful and practical book shows how democracy, in the form of community engagement, can be done.

*Dr Lyn Carson, Senior Lecturer in Applied Politics
Faculty of Economics and Business | University of Sydney*

Congratulations to Twyfords for producing this timely and much needed resource. The Local Government community is very aware of the need to move beyond the public meeting to engage with our communities in a more productive and positive way. What we require are the skills and confidence to do it well. This book provides a user-friendly entree into 'why should we?', 'how can we?' and 'when do we?'. Local Government is undergoing tremendous change. We need support to ensure we engage our communities with a clarity of purpose that links directly to our corporate goals and helps to guide the reform agenda. The book shines a light on how we might do this in a more meaningful and sustainable way.

*Desley Renton, Social Policy Advisor
Local Government Association of Queensland*

This plain language book is full of common sense approaches to community engagement practice. It presents a combination of practical experience and expert knowledge that has been lacking. I recommend this book to anyone seeking a clear discussion of the role of community engagement in making better decisions.

*Dr Michael Cuthill, Director, UQ Boilerhouse
Community Engagement Centre | University of Queensland*

Reading this book is like listening to the authors talk about their experiences, as one professional to another, with clarity, candor and warmth. I think it is an excellent companion piece to the IAP2 certificate program.

Beatrice Briggs, Director, International Institute for Facilitation and Consensus | Cuernavaca, Mexico

Read this book if you are:

- **A decision-maker** in government, the public service, the private or community sector. You will learn how to engage the community, not to make your decisions for you, but to help you make better decisions that stick.
- **A practitioner** in the community engagement field. You will learn how to redefine communities and their role in supporting better decisions, and how to do so in a way that honours the values we share as individuals and communities.
- **A project manager** who has to engage the community around a specific project. You will learn how to work with the community in a way that helps you deliver a more sustainable project sooner, with less opposition and more support.
- **A community member** or anyone else interested in how to get engaged. You will learn what community engagement means and how it feels when done well. You will better understand the role you can play in making decisions, and how to make sure your input is most useful to those who have to make the call.

TWYFORDS



Order Form/Tax Invoice

Beyond Public Meetings: Connecting Community Engagement with Decision-Making

Please send me **copies @ \$29.95 per copy**

Please add Postage (for 1 copy) of \$8.00 (Australia), \$12.00 (NZ/Asia Pacific) or \$17.00 (Rest of the World)

Please contact us for postage rates on multiple items.

All prices quoted are in Australian dollars and include GST.

Total Amount \$A

Name:..... Today's Date:.....

Company:..... Phone:.....

Postal Address:

Suburb:..... State:..... Postcode:.....

Email:

How did you hear about this book?.....

Method of payment Visa Mastercard AMEX (5% surcharge applies to AMEX) Cheque
 Please invoice me (I agree to send payment within 7 days upon receipt)

Card Number:..... Expiry:...../..... CSV Number:

Name on Card:..... Signature:.....

Please include information about Twyfords Community Engagement Training Courses

Book already supplied. Customer signature:.....

Please fax +61 2 4226 4042 or email twyfords@twyfords.com.au

About the Authors



Vivien Twyford: Vivien is an international leader in how to engage communities to make better decisions. Vivien has experience as a consultant and trainer in the US and UK, New Zealand and Singapore, as well as across Australia. In 2004 Vivien was International President of the International Association for Public Participation

– the first person from outside North America to hold this highly-regarded position. Vivien has been delivering the IAP2 Certificate and Professional Development Courses since 2002, and is a master trainer.



Max Hardy: Max is a highly experienced trainer and practitioner in the Community Engagement field. Max specializes in engaging communities to support deliberative democracy. Max's expertise is in demand internationally. He has been delivering the IAP2 Certificate and Professional Development Courses since 2002, and is also a master trainer.



John Dengate: John is a specialist in connecting community engagement with what goes on within groups and organisations. His passion is affecting culture change within communities of interest to support better decision-making. John consults widely and

delivers the IAP2 certificate and professional development courses throughout Australia, New Zealand and the US.



Stuart Waters: Stuart is passionate about the role engaged communities have to play in making better, more sustainable decisions. Stuart believes that better community engagement is central to a sustainable future, and works with community groups to build their capacity

towards sustainability. Stuart is also a licensed IAP2 trainer.



With contributions from

Dr Vicki Vaartjes: Vicki is a specialist in organisational development and leadership, and is passionate about the challenges leaders face in organisations. Vicki understands what makes people act and react in the way we do, and this informs her work and her contribution to this book.