

Inclusive Engagement Framework

Easy English Version



**An Easy Read summary of the
Inclusive Engagement Framework**

By AMPARO Advocacy, Brisbane, Queensland - 2026

About this book

This book is a summary.

It explains the most important parts of the Inclusive Engagement Framework.

You can ask AMPARO Advocacy for the full Framework.

We use the word Culturally and Linguistically Diverse in this document.

CALD means people from different countries, cultures and languages.



About AMPARO Advocacy

AMPARO Advocacy is in Queensland.

We support people who:

- come from different cultures
- speak different languages
- have disability.

We speak up for people's rights.

Most of the people involved in AMPARO Advocacy come from culturally diverse communities.

The Queensland Government helps pay for our work.



What is engagement?

Engagement means:

- talking with people
- listening to people
- learning what people think.

Good engagement happens before decisions are made.

People can help shape decisions.

People feel heard and respected.



When is this Framework needed?

Why did we make this Framework?

Many people told us engagement is not working well.

Some people said:

- decisions were already made
- information was hard to understand
- interpreters were not provided
- nobody listened properly
- they never heard what happened afterwards.

People wanted things to be better.



What people want

People told us they want:

- respect
- clear information
- to be listened to
- to feel safe
- real action.

People want their ideas to matter.

People want organisations to work with them



Who should use this Framework?

This Framework is for:

- government workers
- disability organisations
- community leaders
- interpreters
- bicultural workers.

Anyone who plans engagement can use this guide.



People are different

People are not all the same.

People:

- come from different countries
- speak different languages
- have different disabilities
- have different experiences.

Good engagement means finding out what each person needs.



Things that can make engagement hard

Sometimes people cannot take part

Some barriers make participation harder.

These can include:

- no interpreter
- information only in English
- inaccessible venues
- racism
- not trusting services
- not knowing how systems work.

Good engagement removes barriers.



Community strengths

Communities have strengths.

People bring valuable knowledge and experience.

Communities may have:

- strong families
- trusted leaders
- people who speak many languages
- good ideas
- valuable life experience.

These strengths should be respected.



What good engagement feels like

Good engagement feels like:

- being heard
- being respected
- feeling safe
- understanding information
- having choices.

People know their opinions matter.



What poor engagement feels like

Poor engagement feels like:

- being ignored
- being judged
- not understanding
- feeling pressured
- never hearing back

Poor engagement breaks trust



The Framework has 8 guiding principles

They help government and organisations know how to do engagement well.

These are:

- 1. working together**
- 2. taking your time**
- 3. being respectful**
- 4. making things accessible**
- 5. being supportive**
- 6. including everyone**
- 7. using different methods**
- 8. following through.**

The next page explains each principle.



1. Working together

People want to be involved from the beginning.

This is called co-design.

Co-design means people help:

- plan engagement
- ask questions
- make decisions.

People should be paid for their time and knowledge.



2. Taking your time

Good engagement takes time.

Do not rush people.

Give people time to:

- think
- ask questions
- share their experiences.

Building trust takes time.



3. Be respectful

Cultural safety means people do not feel judged or stereotyped.

People should feel safe and respected.

Do not make assumptions.

Respect:

- culture
- language
- beliefs
- identity.

Speak up if unfair treatment happens.



4. Make things accessible

Everyone should be able to take part.

This may mean:

- interpreters
- Easy English
- accessible venues
- transport support
- childcare support.

Remove barriers where possible.



5. Be supportive

Some people have been through difficult experiences.

People should feel safe.

Do not pressure people.

People choose what they want to share.

Offer support if someone becomes upset.



6. Include everyone

Some groups are often left out.

This may include:

- women
- refugees
- people with limited English
- people living in isolated areas.

Organisations should actively include people who are often missed.



7. Use different ways of engaging

Different people prefer different ways to engage.

You can use:

- meetings
- small groups
- phone calls
- stories
- pictures.

There is no single way that works for everyone.



8. Follow-up

Tell people what happened after engagement.

Tell people:

- what changed
- what did not change
- why decisions were made
- what happens next.

People need feedback.

This helps build trust.



The 4 Steps of Engagement

This framework has 4 steps.

Together, they are called the engagement cycle.

The 4 steps are:

1. Get ready
2. Plan together
3. Run the engagement
4. Close the loop

The next pages explain each step.



Step 1: Get ready

Before engagement begins:

- learn about communities
- build relationships
- budget for accessible venues and support
- organise interpreters
- train staff.

Being prepared is important.



Step 2: Plan together

Work with communities when planning.

Think about:

- interpreters
- translated information
- easy to reach locations
- suitable times.

Communities should help shape the process.



Step 3: Run the engagement safely

When running engagement, organisations must:

- explain why people are there
- how information will be used
- set simple rules, like one person speaking at a time
- listen carefully
- go at a pace that suits everyone
- treat every person as an expert in their own life
- watch for signs that someone feels uncomfortable



Step 3: Using interpreters well

Interpreters help people participate.

Organisations must:

- use trained interpreters
- allow extra time for the conversations
- speak directly to the person
- check understanding, not just say “yes”

Do not expect family members to interpret.



Step 4: Close the loop

After engagement, tell people:

- what happened
- what changed
- what did not change, and why
- what happens next
- how they can stay involved

People should receive feedback within an acceptable time.



Checking how it went

Organisations should ask questions like:

- did people feel safe
- did people feel heard
- who attended
- who was missing
- what changed because of the engagement.

This helps to improve the next engagement.



If something goes wrong

Sometimes problems happen.

People should be able to raise concerns.

Organisations should:

- make it easy for people to raise concerns
- listen
- respond quickly
- say sorry
- make changes, if needed

Concerns should be taken seriously.



Some words explained

CALD: People from different countries, cultures and languages.

Engagement: Listening to people before decisions are made.

Framework: A guide that helps people do something well.

Co-design: Working together from the beginning.

Interpreter: A trained person who helps people communicate.



Some words explained (continued)

Cultural safety: Feeling respected and safe.

Trauma-informed: Being careful and supportive of people who may have been through hard or frightening experiences.

Advocacy: Speaking up for rights.

Accountable: Doing what you said you would do.



Contact Us Want to know more?

You can contact AMPARO
Advocacy.

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Email: info@amparo.org.au

Website: www.amparo.org.au

Ask for:

- the full Framework
- more information
- accessible versions.