



We work collaboratively with clients in infrastructure, property, transport, community services, housing, healthcare and other sectors to make a difference to cities and regions, communities and organisations.

#### Our services include:

- » Strategic communications and advice
- » Community and stakeholder engagement
- » Media and issues management
- » Facilitation
- » Community relations

Our team collaborates with you and thinks strategically to address your project needs – ensuring tailored and meaningful solutions every time. We work quickly and proactively to recognise the complexities of different stakeholder groups and deliver communications and engagement strategies that are inclusive and accessible. We bring insight and experience that enables us to uncover key issues and opportunities. We are skilful in working with local communities as well as with all levels of government and industry. Our team are accomplished listeners, communicators, facilitators and problem solvers.



#### STRATEGIC COMMUNICATIONS AND ADVICE

We offer a full range of communications services to help you tell your story in the most effective and efficient way possible. We take complex, technical information and make it simple to understand. We will help you to define what to say, how to say it, when to say it, where to say it and who to say it to.

From communications and consultation strategies, detailed stakeholder analysis and proactive and reactive communications material we curate solutions that work. Our unique insight into the political and community landscape ensures our communication advice is relevant, strategic and tailored to your needs.



#### COMMUNITY AND STAKEHOLDER ENGAGEMENT

We design and deliver tailored engagement strategies to build understanding, create local ownership and to inform sustainable decision making. Our team creates the right environment for engagement that is open, transparent and effective. We develop and implement tailored strategies with the right mix of techniques to bring people together – including face to face engagement, specialist representative processes, websites, e-consultation and social media. We have skills in every aspect of the engagement lifecycle – from scoping, strategy, design and delivery to interpretation and evaluation.



#### MEDIA AND ISSUES MANAGEMENT

We are experts at delivering successful media and issues management programs. We advise on how best to formulate communications strategies that maximise the impact of positive news opportunities and minimise the impact of adverse issues facing your organisation.

Our experience working on high profile projects in challenging environments means we can effectively anticipate community, political and media reaction to projects and decisions. We take a strategic and planned approach, working with you to analyse and monitor project risks and effectively manage them.



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### FACILITATION

Facilitation is important in circumstances where people of diverse interests, backgrounds and capabilities need to come together to develop solutions. Using an independent facilitator supports you to achieve the outcomes you need through a tailored group process that enables the group to work cooperatively and effectively.

Working with small or large groups, our facilitators provide independence and have the ability to cut through the political, personal or cultural barriers to get to the core issues or questions. We are skilled at identifying problems, risks, issues, obstacles to change and finding shared solutions. We are also skilled at analysing and reporting on forum outcomes using both graphics and words that helps support decision making.



### COMMUNITY RELATIONS

Our team successfully plans and delivers community relations projects for infrastructure and development projects around Australia. From project options development to environmental assessment impact studies, our team works with you to manage all communications, consultation activities and feedback.

In the on-the-ground delivery of projects, we work closely with the surrounding communities and key stakeholders to manage impacts. We specialise in communicating in a clear and consistent way; in anticipating issues before they emerge; and in rapidly responding to events to help you to manage risk, facilitate delivery, avoid unexpected costs and expedite the program.

### PROJECTS OUR MELBOURNE TEAM HAVE WORKED ON INCLUDE:

We have a deep knowledge of our clients' sectors and operating environments, which helps us to achieve practical outcomes in complex situations.

As individuals, we bring a great deal of experience to the team from a wide range of projects gained through our existing and previously held roles. These include:

- » Heritage Review Community Consultation – City of Port Phillip
- » Orion at Braybrook Development Community Relations – Stockland
- » Centre Redevelopment Communications and Stakeholder Engagement – Vicinity Centres
- » Defence Site Maribyrnong Disposal Process Stakeholder and Community Engagement – Currie and Brown / Department of Defence
- » Wangaratta Railway Precinct Master Plan Community Consultation – Rural City of Wangaratta
- » Central Victoria Livestock Exchange Community Consultative Committee – Regional Infrastructure Pty Ltd
- » Shipwreck Coast Master Plan Stakeholder and Community Engagement – Parks Victoria, Corangamite Shire Council, Moyne Shire Council and Tourism Victoria
- » Monash Children's Hospital Project Communications and Stakeholder Engagement – Monash Health.

Elton Consulting provides trusted advice and practical solutions to all levels of government, the private sector and community organisations.

We work collaboratively with clients in infrastructure, property, transport, community services, housing and other sectors to deliver the best results.

Our team of over 100 staff understand it is important to tailor solutions to client needs.

We collaborate and think strategically to:

- » create great places and facilities for people
- » develop policies and strategies that work
- » communicate and engage meaningfully with clients, communities and stakeholders
- » improve communities, services, systems and organisations
- » design materials that bring projects to life.