

National Communications and Engagement Practice



Part of WSP's suite of integrated service and advisory offerings, we were established to meet the changing needs of our clients.

We bring the best of WSP's diverse capabilities to our clients across the project lifecycle, from strategy through to delivery.

We collaborate to create a better future for our cities, regions, communities and environment.

Our team of 80 delivers best practice communications and engagement locally, by leveraging our national insights.

We identify trends, capitalise on opportunities, and mitigate risks to create a successful outcome for every client.

Taking the time to understand your unique needs, our research-led engagement approach adds value and builds support for your projects.

We engage with communities to be clear about the purpose of any engagement, its context and the audience.

Our agile tactics save you time and money. We meet the specific needs of your stakeholders and community by telling your story in a way that is strategic, inclusive and visually engaging.

We are continually innovating and offer an Online Community Portal, 3D animation and Artificial Intelligence (AI) analytics, bringing you the most effective combination of traditional and digital techniques.

Our integrated services across strategic advice, policy, infrastructure, environment and sustainability mean you have access to all the skills and expertise you need to be future ready.



OUR NATIONAL SERVICES

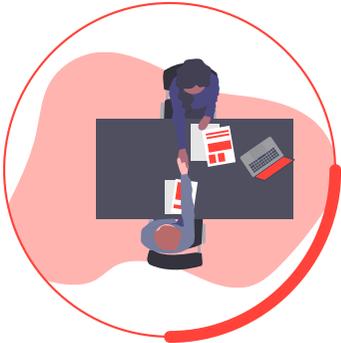
**As part of WSP,
our services include:**

- Strategic communications advice
- Stakeholder and community engagement
- Facilitation (face-to-face, online and hybrid formats)
- Community relations
- Media and issues management
- Indigenous specialist services
- Research-led engagement
- Social impact assessments
- Social media strategy and delivery
- Digital engagement
- Graphic design
- Interactive websites
- Bid strategy and report documentation



OUR ATTRIBUTES

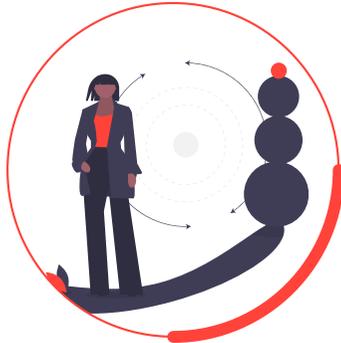
We create a greater positive impact on communities and the environment by collaboratively defining and shaping projects with our clients.



Client-centric



Deeply collaborative



Experts in our fields



Future Ready

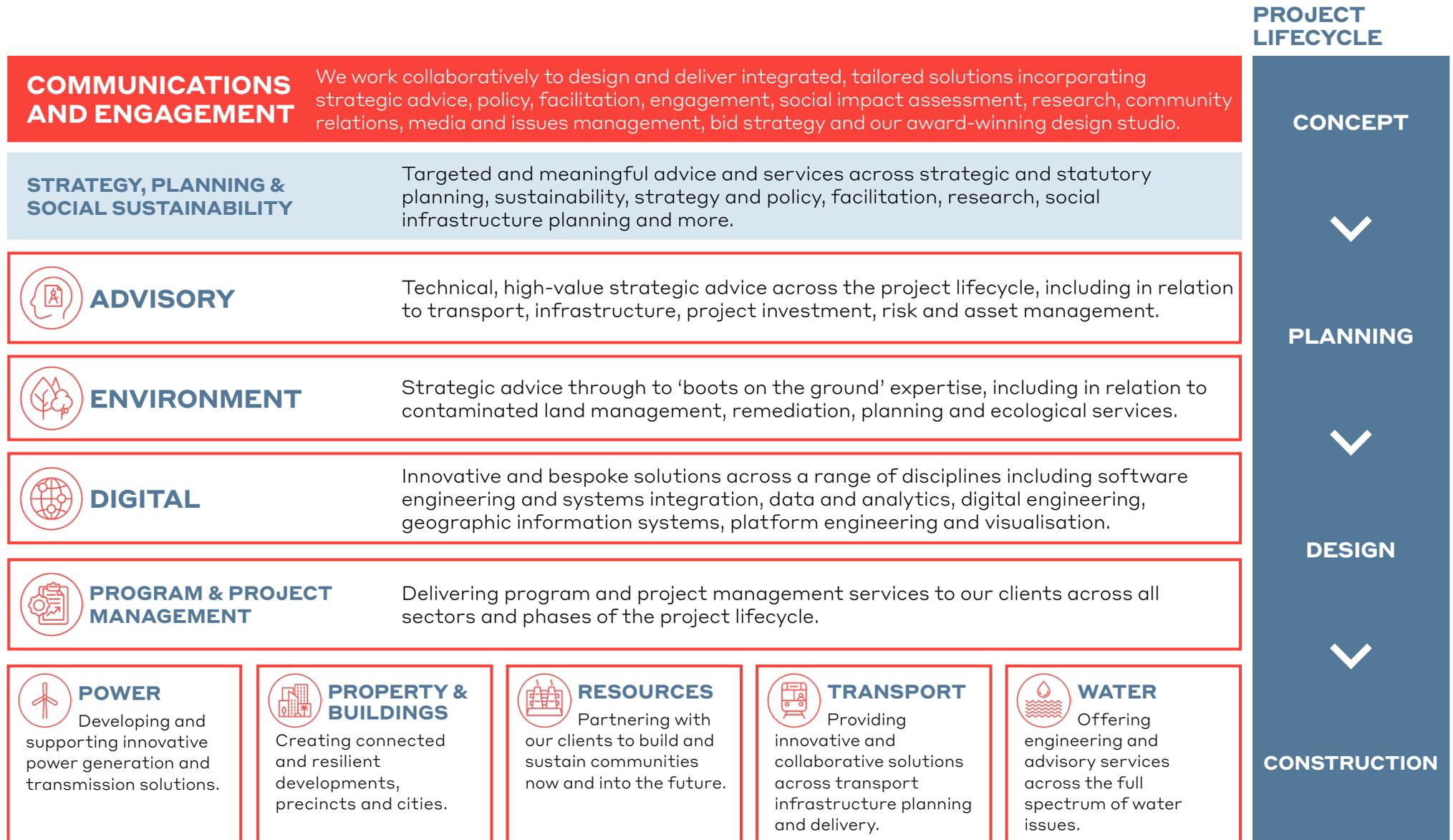


Leaders at all levels



Operationally fit

Communications and Engagement is an integral part of WSP's multidisciplinary service offerings



OUR PROJECTS

Our award winning projects demonstrate the breadth and depth of our national experience and expertise.

BUSHFIRE CLEAN UP (NSW) WINNER PREMIER'S AWARDS

The NSW Bushfire Clean-up Program responded to the needs of people across NSW who had lost their homes to the devastating 2019/2020 bushfires. Within weeks, teams were spread across NSW, meeting property owners, arranging property clean-up works and sensitively engaging grieving communities to help them navigate the clean-up process.

HERSTON QUARTER (QLD)

Located in Brisbane, Herston Quarter will be transformed into a vibrant health and wellbeing precinct. Over several years, our team developed and implemented strategic communication and engagement plans, activities, and graphic design services to tell the story of this development and the benefits it will deliver for the people of Brisbane.

STAKEHOLDER ENGAGEMENT AND FACILITATION OF CLIMATE ACTION SUMMIT (WA) WINNER IAP2 CORE VALUES

Our team designed and delivered a consultation process for government, business and the community to collectively develop and own a Climate Action Plan. Key to its success was a series of pre-summit consultation workshops to set the context for Climate Action and support the development of the action plan.

THE LEVEL CROSSING REMOVAL PROJECT (LXRP) (VIC)

One of the largest rail infrastructure projects in the state's history, our proactive and early engagement approach helped mitigate construction impacts for residents, businesses, road users and the wider community. This paved the way for the community to have a positive experience through the construction phase, which otherwise could have been very disruptive and stressful.

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ART GALLERY NSW EXPANSION PROJECT (NSW)

The Sydney Modern Project will see the creation of a landmark building with new spaces for art, performance and film at the Art Gallery of NSW. Over several years, Elton Consulting provided strategic advice, media and issues management and communication and engagement services across NSW, successfully building widespread community support.

INLAND RAIL (VIC, NSW, QLD)

Considered to be the 'spine' of Australia's freight network, it is 1,700 kilometres of rail line connecting Melbourne and Brisbane via regional Victoria, New South Wales and Queensland. Involving our national team across state borders, we provided strategic and on-the-ground engagement and facilitation. Our graphic design studio also produced both published and digital collateral.

THE NORTHERN CONNECTOR (SA)

Our team provided project lifecycle communications and engagement for this six-lane, 15.5 kilometre freight and commuter motorway. Our proactive approach cultivated successful relationships with the community, and we managed commuter expectations through early communications and notifications.

ORIGIN ENERGY (QLD)

Our collaborative approach to designing and delivering community and stakeholder engagement plans for remediation activities at Legacy sites successfully managed concerns about contamination. We also demonstrated the work's benefits, such as renewal, reuse of site artefacts and recording the site's history.

BRIMBANK COMMUNITY SAFETY NETWORK PROJECT (VIC)

Working with Victoria Police and the Department of Justice and Regulation on the newly launched Community Safety Network (CSN) program, our innovative 'ideas bubbles' successfully engaged people with education and language barriers.

OUR NATIONAL LEADERS



PETER WHELAN
NATIONAL DIRECTOR,
COMMUNICATIONS AND
ENGAGEMENT

Peter is our most senior communications and stakeholder engagement executive and specialises in strategic advice and city-shaping infrastructure projects.



DEBORAH PALMER
DIRECTOR, NSW

Deborah has exceptional strategic communications and engagement skills, coupled with outstanding expertise in facilitation. She has successfully led many of Elton Consulting's most complex and contentious projects.



PETRA FOWLER
DIRECTOR, NSW

Petra is a communications and engagement expert renowned for applying a client-centric and practical approach when working with sensitive stakeholders and communities.



MARTIN KLOPPER
DIRECTOR, QLD/NT/WA

Martin's unique and highly valued expertise integrates communications and engagement plus strategic and statutory planning. He is also an in-demand digital facilitator.



BRONWYN RASO
DIRECTOR, VIC/SA/TAS

Bronwyn's astute and strategic advice includes the infrastructure, health, finance, energy, development and sustainability sectors.



SCOTT WARREN
NATIONAL LEAD,
INFRASTRUCTURE

Scott specialises in the entire infrastructure life cycle, spanning strategy, statutory consultation and stakeholder relations during project delivery.



CALLI BROWN
NATIONAL LEAD, DIGITAL,
MARKETING AND DESIGN

Calli is introducing new digital platforms to our clients, and is successfully engaging with 'hard to reach' communities.

Our national leaders are supported by the following technical experts and regional leaders:

- » David Walker (Design Studio)
- » Chris O'Brien, Holly Love (NSW)
- » Naomi Cavanagh, Rachel Buchanan (QLD)
- » Amelia Kemister, Ellen Buswell (VIC)
- » Stephanie Luyks (SA)

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