

# Digital Community & Stakeholder Engagement Software

All of the features you need and expect from a digital community engagement platform.



# Contents

EngagementHQ was built because no matter how well designed, face-to-face consultation processes inevitably only reach part of a community or stakeholder group. It provides an opportunity to give vastly more people access to information and to have their say.

## THE SOFTWARE IN BRIEF ..... 1

### CASE STUDIES ..... 2

- Cultivate Community Capacity
- Manage Statutory Submissions
- Crowd Source Policy Ideas
- Demonstrate Transparency
- Gather Real Stories
- Interrogate Complex Problems

### SHARE YOUR STORY ..... 3

- E-Newsletters
- Newsfeed Blogs
- Rich Media Streaming
- Image Gallery & Feature Image
- FAQs Library
- Video Gallery
- Document Libraries
- Key Dates
- Key Links

### WINDOWS TO YOUR CONTENT ..... 4

- Project Team Widget
- Related Projects Widget
- Videos Widget
- Photo Gallery Widget
- Key Documents Widget
- FAQ Widget
- News Categories Widget
- Life Cycle Widget
- Custom Widgets

## LISTEN TO YOUR COMMUNITY ..... 5

- Stakeholder Stories
- Discussion Forums
- Community Mapping
- Question & Answer
- Survey & Form Builder
- Brainstormer
- Quick Polls
- Submission Manager

## LEARN ABOUT YOUR COMMUNITY ..... 7

- Campaign Summary
- Multi-Project Reporting
- Unique Analytical Framework
- Exportable Reports
- On-Screen Reporting
- Campaign Level Reporting
- Site Wide Reporting
- Demographics
- Third Party Analytics Integration

## POLICY COMPLIANT ..... 8

- WCAG AA 2.0
- In-Country Hosting
- Penetration Testing
- SaaS Delivery Model
- Device Compatibility
- Browser Compatibility
- Audit Trail
- Custom Email Settings
- Backup and Restore
- Decommissioning Time
- Provisioning Time

- Support Ticket Tracking
- Scheduled Monthly Outages
- Service Availability
- Deployment Model
- Multiple Primary Domains
- Prelaunch Site Block
- Unpublish Campaigns
- System Integration
- Protocols Supported

## SOFTWARE INTEGRATION..... 10

- ReadSpeaker
- Third Party Analytics
- StakeTracker
- Consultation Manager
- Campaign Monitor
- Attribute Tweets
- Single Sign On
- Twitter Sign In
- Facebook Sign In

## PROFESSIONAL SERVICES ..... 11

- Consulting
- Peer Learning
- Support
- Training
- Independent Content Moderation

## CONTACT US ..... 12



## The software in brief

EngagementHQ is the digital engagement solution to help you share your stories, gather community feedback and analyse your stakeholder needs.

“Collaborating with Bang the Table is always a pleasure, and delivers for our mutual clients. I have always found BtT to be professional, utterly reliable, and open to new ideas.”

Max Hardy  
Collaboration Specialist  
~ Max Hardy Consulting

Right now, some 160 organisations across five countries are engaging local communities and stakeholders in important conversations using EngagementHQ.

Share information, invite feedback through any combination of nine feedback tools, and analyse and report on your stakeholder needs with a suite of built in qualitative and quantitative tools.

Bang the Table Pty Ltd is the company behind EngagementHQ. We have worked with hundreds of government and non-government organisations across five countries since establishment in 2007.

We have an unrelenting commitment to good practice community engagement standards and will work hand in glove with you to ensure your success.

Our team of professional communicators, engagement practitioners, digital strategists, and web developers, is at your service to ensure the success of your stakeholder engagement.



# Case Studies

Since 2007 EngagementHQ has been used by hundreds of thousands of citizens to think about thousands of issues for hundreds of organisations across five countries.

“EngagementHQ helps us to broaden the reach of our engagement activities and to identify and manage issues before they become obstacles.”

Kathy Jones,  
Communications Specialist  
- CEO, KJA

## CULTIVATE COMMUNITY CAPACITY

The University of Western Australia, in collaboration with Synergy and the Office of Energy, created an online community to build the capacity of Perth residents to better manage their energy use.

The City of Whitehorse in Melbourne created an online community of keen gardeners to develop their ability to home-compost their food scraps and green waste.

## DEMONSTRATE TRANSPARENCY

AGL hosted an online Q&A to provide timely and accurate information to the community about its coal seam gas exploration projects.

Australia Post used an online Q&A to respond to hundreds of questions from its workforce and the community about the future of Australia’s mail services.

## MANAGE STATUTORY SUBMISSIONS

The City of Subiaco in Perth created an online statutory submissions hub to manage community feedback about proposed law changes.

Noosa Council in Queensland used EngagementHQ to manage applications for small grants from community based organisations.

## GATHER REAL STORIES

The Australian Government collected stories from community members about their experience, either living with a disability or caring for someone with a disability, prior to developing the National Disability Insurance Scheme.

The Northern Territory Government and Darwin City gathered stories from survivors of Cyclone Tracy that destroyed Darwin in 1974 as part of a commemoration project.

## CROWD SOURCE POLICY IDEAS

The ACT government invited Year 9 and 10 students to come up with ideas for the design of a light rail service through Australia’s capital city.

A NSW property developer asked skaters to help design a skate park for a new residential development.

## DISCUSS COMPLEX PROBLEMS

The New South Wales Department of Environment created an online space for the community to debate the emotionally and logistically complex issue of wild horse control in the Snowy Mountains National Park.

Many local governments, including Warringah Council, on Sydney’s northern beaches, have hosted online conversations about off-leash dog walking in parks and on beaches.



# Share your story

Get your message directly to your community stakeholders using the right mix of media and social sharing features.

“What was a winner from our point of view was the simplicity of the actual site for our users. Our community could navigate their way through the site without any particular issues, and that included people of all age groups and all levels of education.”

Anne Bransdon  
- Broken Hill City

## E-NEWSLETTERS

Simple email newsletters with unrestricted volumes, WYSIWYG editor, preview & test functions, and audience selection and filtering.

## IMAGE GALLERY & FEATURE IMAGE

Upload an unrestricted number of images to a campaign image gallery. You can display a single custom image from your image gallery on the campaign page.

## DOCUMENT LIBRARIES

Upload all of your support information to a single structured and searchable library to make it easy for your stakeholders to lay their hands on the information they need.

## NEWSFEED BLOG

A simple blogging tool for project updates makes it easy to share snippets of information or long form essays with your community.

## FAQs LIBRARY

Create a static page of FAQs. Answers can include embeddable rich media and questions can be clustered in folders.

## KEY DATES

Nominate all of the past and future events such as consultation periods, public meetings, submission extensions, exhibitions, field-days and more so that no one misses any key activities.

## RICH MEDIA STREAMING

Embed rich media like video, slide shows, maps, and documents from popular social media sites like Google Maps, YouTube and Slideshare.

## VIDEO GALLERY

Either stream video from popular social media sites like YouTube and Vimeo, or upload your video to our servers. Our system can handle MOV, OGG, WMV, FLV, F4V, MP4, OGV, OGX, AVI, or WEBM files.

## KEY LINKS

Create one or a series of key links boxes to make speed up navigation through to specific areas of your site, specific information, your other websites and services, or external partners.



# Windows to your content

Highlight your key content and information resources to make it easier for your audience to explore the issues in depth and self-educate.

“There’s a saying that without data you are just another person with an opinion. EngagementHQ gives you hard data on the numbers of people participating in community debate and the ability to demonstrate that the loudest voice does not necessarily reflect the majority view.

In one case the “high volume” of opposition turned out to be just two people... a fact revealed by the flexible, transparent consultation model provided by EngagementHQ.”

Chris Ford  
Media & Public Relations Specialist  
- FordComm

## NEWS CATEGORIES WIDGET

Help your visitors navigate through your news articles by filtering them with your category tags.

## PHOTO GALLERY WIDGET

Displays three custom images from your image gallery with a link through to the full image gallery.

## PROJECT TEAM WIDGET

A custom list of key project team members, decision makers, community reference group members etc.

The widget includes the individual's role, organisation, email, phone number and image, along with a link through to the complete project team page. Project team members' comments are highlighted in forum discussions.

## LIFE CYCLE WIDGET

Outline the stages of your consultation to your community and communicate the life cycle as you move through them.

## KEY DOCUMENTS WIDGET

Displays the key documents from your library as individual items or in folders.

## CUSTOM WIDGETS

The custom widget allows you to enter HTML and to embed objects like videos, slideshow presentations, Google maps, Flickr, RSS feeds and more.

## VIDEOS WIDGET

Display three custom videos with a link through to your complete video gallery.

## FAQ WIDGET

Displays a short list of frequently asked questions about your project with a link through to the FAQ page.

## RELATED PROJECTS WIDGET

Display a list of live or archived projects that are related to the current campaign for easy reference.



# Listen to your community

Gather feedback from your community stakeholders using any mix of any nine stakeholder feedback tools.

“We are a mining city these days with much of our population on shift work. Using EngagementHQ has enabled people to log on at any time, night or day, to have their say which has given us far greater response than could ever be gained in workshops or public meetings.

We are also able to specifically target young people who would traditionally not have a voice in decision-making.”

Jan Kilbourne  
- Mackay Regional Council

## STAKEHOLDER STORIES

Stories are at the heart of our experience. The stories we tell ourselves and the stories we share determine who we are and how we respond to the world around us. Sharing digital stories nurtures empathy and affects both the story teller and the listener (or reader) more profoundly, at both an emotional and cognitive level, than sharing facts.

## QUESTION & ANSWER

Easy access to accurate information underpins all good quality community engagement programs. Q&A is a managed space for your community to ask you questions and for you to respond either publicly or privately. It allows you to build a dynamic library of answers to questions that your stakeholders are genuinely interested in, rather than the issues you think, or hope, they will be interested in.

## DISCUSSION FORUMS

Moderated discussion forums are a space for discussion, dialogue and debate. All of which are central to the democratic process and an important step in interrogating issues and proposed solutions. The tone and tenor can vary depending on the nature of the issues, local history, the social context, and the specific people involved. Which is why we like to moderate the discussion 24/7 for you.

## SURVEY & FORM BUILDER

Surveys are consultation tools, rather than engagement tools. But, they have two major benefits. People are generally used to filling them in, so you tend to get high response rates; and they can provide you with quantifiable data for analysis. Try using our online surveys in conjunction with our other community feedback tools to open up the conversation and demonstrate organisational transparency.

## COMMUNITY MAPPING

Mapper is a spatial consultation tool for community mapping of the way they respond to places. It is a simple way to gather community feedback (via a fully functioning survey) geographically. Community members simply click on the map, fill in the survey, select a “category” (for example, “I love this” or “This needs fixing”), and hit enter.

## VISITOR GUEST BOOK

Sometimes you want to keep things really simple. The online Guest Book is a simple space for gathering text based feedback. It is not a discussion space. It is not dialogue space. It is not a debating space. It does not permit rich media uploads. It can be pre or post comment moderated, to further reduce any perceived risk. It is the simplest of tools to gather continuous community feedback.



“I would recommend Bang the Table to any local government body looking to do a major project or reach community who may not be locally or town based – this is particularly relevant for regional Australia and coastal towns that have mobile populations. The service has been exceptional.”

Anne Liddell  
- Alexandrina Council

### **BRAINSTORMER**

If you’ve ever used sticky notes and sticky dots to get a wall full of ideas and then votes on those ideas, you’ll know what Brainstormer is all about and find it very intuitive to use. It is a deliberately simple tool designed to get as many people involved as possible in your campaign. It helps you to gather ideas from your community and then allow the community to “like” ideas they think are worth exploring further.

### **SUBMISSIONS MANAGER**

Statutory consultation processes can be tedious. The Submissions Manager meets all of your legal obligations while taking away most of the pain by simplifying the compilation, redaction, categorisation, reporting and publishing processes. This means you have more time analyse the issues and develop stronger policy recommendations.

### **QUICK POLLS**

Gather instant feedback using a single multiple choice style question either as a part of the feedback space or in a widget window. Participants are exposed to the results of quick poll once they have voted.





# Learn about your community

Analyse the outcomes of your engagement with our integrated quantitative and qualitative reporting tools.

“EngagementHQ was easy, quick, cost effective and got us around many of the legal issues of liability. It provides more open and transparent access to information. The access to all documents and dated news items provides transparency through the process and retrospectively.”

Kate Lewis  
- Warringah Council

## CAMPAIGN SUMMARY

Onscreen summary of site visitation, aware, informed and engaged participation levels are available for one, all or any combination of campaigns for any date range.

## EXPORTABLE REPORTS

Export all demographic, summary, detailed, and feedback tool reports in PDF, Excel and CSV formats.

## SITE WIDE REPORTING

Demographics, visitation and activity, along with feedback tool reports are available for the entire portal for any date range.

## MULTI-PROJECT REPORTING

Quickly produce reports for a series of related projects for any date range.

## ON-SCREEN REPORTING

Demographics, site and project visitation and activity reports, along with all feedback tool reports are available on-screen.

## DEMOGRAPHICS

Onscreen reports of the demographic breakdown of your registered participants. This can be cross tabulated against community feedback in the XLS and CSV downloads.

## UNIQUE ANALYTICAL FRAMEWORK

Capture participants according to their status as aware, informed or engaged.

## CAMPAIGN LEVEL REPORTING

Demographics, visitation and activity, along with feedback tool reports are available for individual or any combination of projects.

## THIRD PARTY ANALYTICS INTEGRATION

Plug in your Google Analytics code or your preferred analytics package for more detailed reports about your site visitors.



# Policy compliant

Comply with all IT policies out of the box. Instant compliance with government accessibility, security, privacy and branding requirements.

“EngagementHQ provides a way to enhance Council’s community consultation activities to include those residents and stakeholders that are typically harder to reach.

I would recommend it to government agencies to be able to reach and engage with more people on issues that are relevant.”

Dinuki Scharenguivel  
~ City of Casey

## WCAG 2.0 AA

EngagementHQ is audited quarterly by external web accessibility specialists. The audit process involves real people using a range of devices to ensure the application meets both the letter and spirit of WCAG 2.0 AA.

## SaaS DELIVERY MODEL

The application is delivered using the SaaS model. We are responsible for management, security and control of the underlying infrastructure and application.

## AUDIT TRAIL

Administrator and public activity can be audited across the site or at project level for any date range within the previous twelve weeks.

## IN-COUNTRY HOSTING

EngagementHQ is hosted on highly secure dedicated servers in Australia, Canada and the USA.

## DEVICE COMPATIBILITY

The adaptive front end interface is compatible with the full range of desktop, notebook, tablet and mobile devices. The Administrative interface is compatible with desktop, notebook and larger tablet devices.

## CUSTOM EMAIL SETTINGS

Send emails from your own domain. Configurable DKIM and SPF settings to create customised site email newsletter and notification addresses.

## PENETRATION TESTING

EngagementHQ is penetration tested by third party security risk assessment specialists quarterly to help keep your data safe.

## BROWSER COMPATIBILITY

Compatible with all contemporary browsers: IE, Firefox, Safari, Chrome, Opera, Android etc.

## BACKUP & RESTORE

Our servers are backed up at midnight each day. Off-site backup storage is also available on request for an additional fee.



“EngagementHQ served as a powerful means of enabling access to individuals who may not have otherwise been able to participate in this crucial reform activity. We appreciate the work you undertook for VAADA... and thank you for your efforts on our behalf.”

Sam Biondo  
Victorian Alcohol and Drug Assoc.

#### **DECOMMISSIONING TIME**

The portal can be closed, hidden and decommissioned immediately on request. The participant database and participation reports can be extracted and transferred to you upon request.

#### **SCHEDULED MONTHLY OUTAGES**

There are no scheduled monthly outages. Software deployments generally occur outside of business hours with no server downtime.

#### **MULTIPLE PRIMARY DOMAINS**

Point as many URLs as necessary at your site.

#### **SYSTEM INTEGRATION**

Best practice API integrates with a range of third party applications.

#### **PROVISIONING TIME**

A portal can be provided immediately. However, we generally advise that you take a few days to familiarize yourself with the software and undertake our startup training prior to launching the site. This allows time to prepare your site branding, collateral and engagement plan.

#### **SERVICE AVAILABILITY**

The application has long term month by month up-time availability of 99.75% or higher.

#### **PRELAUNCH SITE BLOCK**

Prior to launch the site is protected behind a white screen site block with an additional unique randomized password.

#### **PROTOCOLS SUPPORTED**

HTTP is supported as standard. HTTPS can be supported for an additional fee.

#### **SUPPORT TICKET TRACKING**

We use the online service Zendesk to lodge, track and audit help desk requests. Help desk requests can be submitted directly from the application, by email, or by phone.

#### **DEPLOYMENT MODEL**

Your site is hosted on a Private Cloud on our highly secure dedicated servers in Australia, Canada or USA.

#### **UNPUBLISH CAMPAIGNS**

Unpublish campaigns so that they are no longer public facing.



# Software integration

EngagementHQ is friendly and convivial software. It talks to other software applications through its API.

“I appreciate the professionalism of the Bang the Table team, their knowledge of the application and availability when we needed an answer immediately. I would recommend BtT and EngagementHQ to any company I worked for that required public consultation.”

Brenda  
- North East Catchment  
Management Authority

## READSPEAKER

ReadSpeaker is a simple plugin that allows people to have page content read to them.

## CONSULTATION MANAGER

Consultation Manager helps you stay on top of your communications projects and build a stakeholder relationship knowledgebase across your organisation.

## SINGLE SIGN ON

Harmonize the sign-on details for your EngagementHQ site with any of your existing online systems to simplify things for your stakeholders.

## THIRD PARTY ANALYTICS

Plug in your Google Analytics code or your preferred analytics package for more detailed reports about your site visitors.

## CAMPAIGN MONITOR

Campaign Monitor allows you to send beautifully designed emails to your EngagementHQ database with access to advanced reporting and filters.

## TWITTER SIGN IN

Enable or disable site registration via Twitter accounts.

## STAKETRACKER

StakeTracker is designed to help stakeholder engagement and public consultation professionals efficiently manage communication with stakeholders, communities and the public.

## ATTRIBUTE TWEETS

Nominate a twitter account to attribute all outgoing tweets from Site Administrators.

## FACEBOOK SIGN IN

Enable or disable registration via Facebook accounts.



# Professional services

EngagementHQ is supported by the team at Bang the Table Pty Ltd. We are a group of professional digital and face-to-face communicators with a background in the public sector.

“The variety of engagement tools on offer in EngagementHQ allows us to manage complex and difficult issues complementing our face-to-face engagement with online tools.”

Amy Hubbard  
- CEO, Capire Consulting Group

## CONSULTING

Our consultants are also available for an additional fee if you need a higher level of strategic advice, would like us to form part of your campaign team, work with you on ongoing strategy, mentoring or other strategic services.

## TRAINING

The team behind EngagementHQ can provide you with a range of off and on-site training options to make sure you get the best possible outcomes out of your online portal.

## PEER LEARNING

While we’ve learned a lot over the years about the best way to engage your community online, we don’t pretend to have all of the answers, or even all of the questions. Which is why we support a peer learning community through webinars, meetups and an online community.

## INDEPENDENT CONTENT MODERATION

Our team of moderators use our dedicated moderation software to track all comments made on your site. Comments are assessed against the framework provided by the forum etiquette and moderation rules.

## SUPPORT

The team behind EngagementHQ will walk beside you every step of the way to help you get the best possible outcomes from your new online portal.



## Contact us

Get in touch with us today to talk through the detail of tailoring a software and services package to meet your needs and budget.

“EngagementHQ made it easy for our community to share their priorities and for us to share the complexity of trying to make lots of things happen on a limited budget.”

Leanne Hartill  
Director - Melville Council

EngagementHQ is a tailored product delivered along with substantial ongoing training, support and professional advisory services to ensure your success. Our prices reflect the value from this ongoing personal relationship.

Once we've talked through your specific needs we'll arrange a live demonstration of EngagementHQ and then set you up with a sandbox site so that you can have a play, share with your colleagues, and make an assessment.

Please contact us for more information about EHQ and how it can work for you.

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