

Capability Statement

At One Engage, we are reshaping community and stakeholder engagement by harnessing digital innovation.

Our mission is to empower organisations with data-driven tools and solutions, supported by expert advice, allowing them to connect with stakeholders and communities more effectively and meaningfully. By integrating strategic thinking with digital technologies, we push the boundaries of traditional public engagement to deliver transformative outcomes.



Innovative experiences for everyone

one-engage.com.au

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Meet Jen

Jennifer Travis | Head of One Engage Advisory Services
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Jen's warmth and laid-back style create a first impression that reflects her connection to regional Australia. But beneath that relaxed exterior lies a deeply insightful and sharp mind and a passion for better community outcomes -you might say a master of her craft when it comes to engagement. She's a natural at blending data-driven strategies with genuine human connection. A defining moment for Jen came when she teamed up with Dave to launch One Engage—combining her deep experience from both public and private sectors with his creative digital expertise, to create something truly unique.



Meet Dave

David Sweeney | Head of One Engage Digital Systems
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Dave's creativity knows no bounds—he thrives on solving the 'impossible' and believes every challenge just needs the right solution. Equally at home behind his laptop designing or in his workshop crafting prototypes, he's passionate about finding smarter, better ways to do things. His journey has culminated in co-founding One Engage with Jen, where everything he's done so far in his career comes together to push the boundaries of what's possible with engagement.



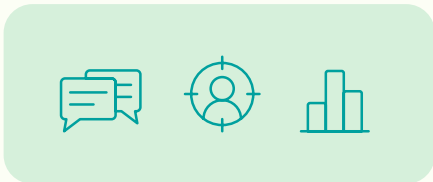
Our Core Competencies

- Engagement
- Digital innovation
- Communication
- Data and insights
- Social value
- Creative design and animation
- Gamification

Our Approach

We design and implement communication and engagement strategies that integrate cutting-edge technology, providing our clients with deeper and more diverse insights.

Our solutions enable broader participation with fewer resource demands, creating significant efficiencies without compromising the quality of engagement.



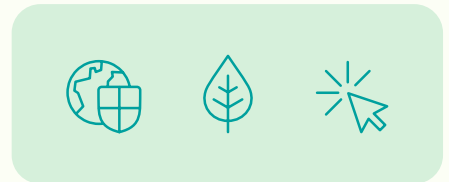
Client-centred solutions

Our process begins by understanding your unique needs, objectives, and risks. We then tailor strategies to elevate your public engagement through innovative tools that boost participation, provide richer data, and enhance decision-making.



Understanding community needs

We recognise the uniqueness of different communities and the importance of designing bespoke solutions that suit their diversity, culture and values. Whether it is metropolitan precincts, regional towns and cities or remote communities, we create pathways for social value that builds trust, mitigates impact and delivers balanced and impactful outcomes.



Sustainability focus

We prioritise sustainability by reducing the demand on human and physical resources while maintaining a high-quality user and customer experience. Our digitally enabled approach ensures effective engagement without the traditional resource-intensive models.



Our Services

Engagement

We apply industry best practice to foster relationships that inform decision-making and build trust among communities, stakeholders, and project teams.

We apply a framework to support business needs, and address challenges and risk:



01

We engage with purpose

We start with clear purpose and objectives aligned to the client's needs and community profile to create a clear and deliverable strategies and plans.



02

We listen

We are curious and understand client's needs. We design data-driven tools to capture richer and deeper community and stakeholder insights that will improve decision making and reduce project risks.

03

We communicate clearly

We communicate in various methods and channels tailored to the specific audience. We create compelling narratives to support community understanding and enhance reputation.



04

We are innovative

We analyse stakeholders, design engaging tools using digital systems, including hard-to-reach groups. We learn from interactions, constantly innovate our tools, systems, and services.



05

We are transparent

We aim to demonstrate decision making through mutually beneficial and respectful engagement to deliver community understanding and acceptance through transparent and equitable engagement.

Digital innovation

Designed by communications and engagement experts, our digital engagement solutions are crafted to foster authentic human connections and drive optimised project outcomes. We develop engaging digital experiences that boost participation, deliver valuable insights, and enable data-driven decisions. Our tools provide rich data, which helps minimise risks and improves project outcomes.

The One Engage App Toolbox supports and amplifies positive stakeholder engagement throughout the entire lifecycle of major projects. It is not just a collection of tools; it's a dynamic system designed to deliver targeted, data-driven and gamified apps that solve real problems for our clients. Each app is crafted to address specific needs, ensuring they are not just built once and forgotten but continuously evolved to stay relevant and impactful, adapting to new challenges and opportunities..

Communication

Effective communication is at the heart of everything we do and is key in shaping how our community perceives us, and builds strong, lasting relationships. Through strategic messaging we can share our values and mission, while being transparent and accessible to diverse groups.

We also influence our community by creating narratives that resonate with their interests and concerns. When we align our messaging with the values that matter most to our audience, such as sustainability or local impact, we create a shared purpose.

More than just informing, our communication aims to engage and persuade. By telling stories that reflect real-life experiences or our vision for the future, we make our message relatable. These narratives help us connect on a human level, turning our community into advocates who support and share our mission with others.



Our Services

📊 Data and insights

We leverage data-driven tools to capture deeper, more valuable insights from communities and stakeholders. These insights drive more informed decision-making, leading to reduced risks and enhanced project success.

With innovative back-end reporting, our tools analyse engagement metrics and trends, providing valuable insights into community interests, behaviours, and preferences. This data-driven approach helps projects tailor their engagement strategies and initiatives more effectively.

🎨 Creative design and innovation

We create top quality animation and videos that support visual communication and engagement in a wide variety of settings. Our use of video and animation assist community understanding, education and supports the change process.

Explanatory video techniques, such as demonstrating traffic impacts due to a bridge lift on the **Coffs Harbour bypass, Pacific Highway upgrade** used sophisticated animation software to show the complex traffic impacts and the construction of the bridge. This allowed simpler understanding for the community, which could not be achieved through traditional communication techniques.

🌱 Social value

At its core, social value is about creating additional positive outcomes that benefit society beyond what is typically expected from business operations or contractual obligations. It's a commitment to exceed expectations, driving meaningful changes that contribute to the greater good

By embracing this comprehensive approach to social value, organisations can not only meet their responsibilities but also act as catalysts for lasting, positive transformation in the communities they serve.

One Engage is committed to helping clients build stronger connections with the communities they serve, ensuring that social value is not just an outcome but a driving force behind every decision.

🎮 Gamification

Gamification is at the heart of our approach, transforming traditional engagement into interactive, immersive experiences that captivate users. Our gamified apps serve as simulators for training, planning, community education and visualising infrastructure deployments in real-world environments, offering a host of benefits. By integrating gamification, we don't just inform—we inspire.

Value Proposition

Why choose us?

One Engage offers a smarter, more effective way to manage public and community engagement. By adopting digital-first methods, we create dynamic interactions, enhance decision-making, and build stronger relationships with communities. Our approach results in inclusive, efficient, and impactful engagement, unlocking new opportunities for collaboration and success.

📈 Increased accessibility

Our process begins by understanding your unique needs, objectives, and risks. We then tailor strategies to elevate your public engagement through innovative tools that boost participation, provide richer data, and enhance decision-making.

📱 Convenience

Our tools are available across devices, allowing stakeholders to engage at their own pace, driving higher levels of participation.

🗨️ Transparency and information sharing

Facilitate open communication and information sharing to build trust and promote informed discussions within the community.

👥 Broadened participation

Enhance diversity of input through inclusive engagement tools, leading to a richer understanding of community sentiment and reducing project risks.

⚡ Cost efficiency

Streamline engagement processes, allowing resources to be directed where they're most needed, maximising both human and financial investments.

📊 Improved data analytics

Use advanced reporting tools to analyse community behaviours and preferences, ensuring more targeted and effective engagement strategies.

🤝 Increased collaboration

Foster collaboration beyond geographical boundaries, bringing together communities, organisations, and stakeholders to achieve shared goals.

