



2024 / 2025 Prospectus

Commercial-in-confidence



better engagements **greater insights**

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“More than 1.6 million people have participated in a consultation powered by Engagement Hub.”

INTRODUCTION

ENGAGEMENT HUB IS LIKE NO OTHER SOFTWARE ON THE PLANET.

Australian-owned and hosted Engagement Hub is the only proprietary digital engagement SaaS to provide a complete engagement and stakeholder management toolbox. Only we offer a total end-to-end solution with community engagement, stakeholder management, communications, issues management and reporting.

Stakeholder engagement and management software is a critical success factor in managing stakeholder expectations and relationships, improving business processes and having a single secure depository of stakeholder activity and consultation history across the organisation.

We believe Engagement Hub is the most advanced, flexible, and comprehensive solution in the market with unrivaled features and tools. Stakeholder engagement experts designed us for use by non-technical people through an intuitive structure.

As part of our comprehensive support offering, you will benefit from our team's extensive experience in stakeholder relations, communications, marketing, policy development and data analysis.

Transform your engagement activities, team efficiencies and reporting with Engagement Hub.

All levels of government, corporates, universities, and not-for-profits trust Engagement Hub for profound community engagement.

Awards and Accreditations



2019 Global Finalist in 3 Categories.
2023 Global Finalist in SRM Software category





“We are passionate about deliberate and inclusive collaboration in achieving better outcomes for organisations and their stakeholders”

OUR TEAM

In 2013, our Founder, a stakeholder engagement strategist with over 25 years of private and public sector experience, was frustrated with the limited software options on the market and the administrative burden of requiring 3-4 different software solutions to drive effective online engagement. So, with our Technical Development Manager, much determination, and user testing, parent company, My Business App Pty. Ltd. launched Engagement Hub in March 2016.

Our stakeholder engagement strategists and software engineers collaborate with our clients to design and deploy more functions and features to ensure Engagement Hub continues to lead the way in digital stakeholder engagement.

Our clients not only benefit from world-class stakeholder engagement software but from our team's diverse experience across stakeholder engagement, communications, issues management, placemaking, economic development, community capacity building, and software development.

We continually seek to support social and environmental initiatives and currently undertake this with volunteering and financial support to Big Brothers Big Sisters Australia and Foundation for National Parks and Wildlife,

Our team, based in Australia and New Zealand, support our clients in maximising their use of the software and engaging better and more effectively.

Why EngagementHub?

ONGOING DEVELOPMENT

Through collaboration with our clients and adapting to emerging technologies, our software is constantly evolving with frequent new features and tools deployed.

STUNNING ENGAGEMENT SITES

Versatile 100% responsive website builder with theme options, brand integration and custom URLs

DIVERSE RANGE OF CONSULTATIVE TOOLS

Powerful online consultation and engagement software with 38 informative and participation tools to drive effective participation, conversation and collaboration for both private (closed) and public consultations. Enable/disable at any time and drag and drop!

STAKEHOLDER MANAGEMENT

Centralised stakeholder relationship management system featuring stakeholder profiles, segmentation, offline feedback, newsletters and complete audit trails. Improve stakeholder relations through better understanding your stakeholders, their concerns and aspirations.

ONE-CLICK REPORTING

Single click rich real-time analytics and reporting. View and download instant reports so you can swiftly identify issues and trends. Quickly tag feedback to track issues and trends across your platform and by individual projects.

DATA MIGRATION

Import and export data from and to other digital applications.

TASK MANAGEMENT

Manage internal communications and tasks with Workflow Management.

CREATE EFFICIENCIES

Reduce administration burden on team

members by utilising one corporate system as the single source of truth. Eliminate the need for multiple costly non-integrated software and untidy spreadsheets while supporting business continuity.

DEDICATED SUPPORT AND TRAINING

Extensive support and services packages including 24/7 Technical Help Desk, online resource centre, ongoing training and expert-led strategic advice.

PROPREITARY SOFTWARE

Enterprise level, secure proprietary SaaS adopting the latest in cybersecurity technologies and is legislation and accessibility compliant.

NO HIDDEN COSTS

We provide Engagement Hub as an organisational licence at a fixed cost, so there are no surprises or price hikes. Furthermore, ongoing development and upgrades to benefit our clients and stakeholders come at no additional charge.

Engagement Hub is transforming what it means to care about an issue, to be heard and informed and to create co-operative, collaborative data-driven solutions. We deliver data that matters. Every other product in the market offers far less for more.

CLIENT EXAMPLES

All levels of government, corporates, universities, and not-for-profits trust Engagement Hub for profound community engagement.



Drought Ready Tasmania
(Engagement Hub Client since 2023)
<https://drougready.tas.gov.au>



City of Parramatta Council
(Engagement Hub Client since May 2023)
<https://participate.cityofparramatta.nsw.gov.au/>
Transferred from The Hive / Social PinPoint



City of Bunbury Council
(Engagement Hub Client since 2022)
<https://communityconnect.bunbury.wa.gov.au/>
Transferred from Social Pinpoint



Ausgrid
(Engagement Hub Client since 2016)
<https://yoursay.ausgrid.com.au/>



Queensland Dept of Communities
(Engagement Hub Client since 2017)
<https://qchub.dsdsatsip.qld.gov.au/>



Cumberland City Council
(Engagement Hub Client since 2020)
<https://haveyoursay.cumberland.nsw.gov.au/>
Transferred from Bang the Table / EHQ

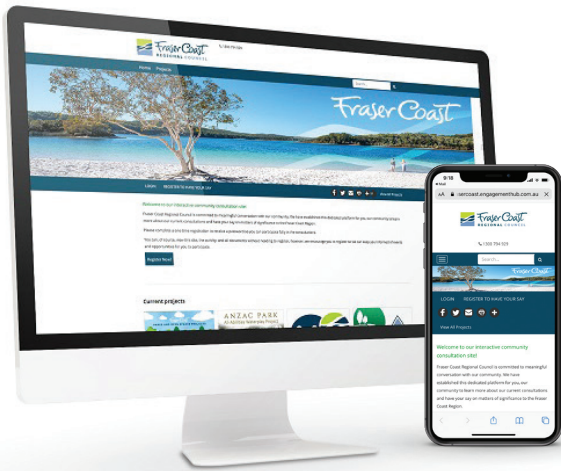


Queensland Dept of Agriculture
(Engagement Hub Client since 2019)
<https://daf.engagementhub.com.au/>



City of Prospect Council
(Engagement Hub Client since 2016)
<https://cityofprospect.engagementhub.com.au/>

CLIENT STORIES



Fraser Coast Regional Council

(Engagement Hub Client since 2018)

<https://frasercoast.engagementhub.com.au/>

Fraser Coast Regional Council regularly use their online engagement platform to inform, consult and collaborate with their community.

"Online engagement has completely transformed our engagement process. By using an online platform, we have been able to create a community space for the life of our projects. Engaging with the community along the whole journey. Engagement Hub has been useful in a vast array of projects"

- Hailey Rickard, Fraser Coast Regional Council

Lockyer Valley Regional Council

(Engagement Hub Client since 2017)

<https://lockyervalley.engagementhub.com.au/>

Lockyer Valley Regional Council uses online engagement across the full range of Council services to increase the visibility and availability of consultation with their community.

"The online platform means consultations can be accessed 24 hours a day offering greater flexibility for hard to reach stakeholders with limited availability to engage...We gain richer feedback from our community which helps Council make decisions that reflect the values and aspirations of our local residents and businesses."

The platform offers us a range of functions to meet different types of engagement and consultation needs from a discrete project information-only approach to in-depth multi-faceted consultation and project design.

The customer service and willingness to undertake development innovation in response to customer needs is outstanding!"

- Neil Williamson, Lockyer Valley Regional Council



Equis

(Engagement Hub Client since 2022)

<https://equis.engagementhub.com.au>

"An all-in-one system to manage content and stakeholders with many integrated features we require. Some of the other platforms only offered limited capability with not an all-in-one solution. Engagement Hub offered the best solution with value for money. Furthermore, their support and training was a strong consideration and has truly exceeded our expectations."

An incredible product supported by an amazing team."

- Domenica Jensen, Equis

INTUITIVE STAKEHOLDER / USER EXPERIENCE

Your users' experience is paramount to high-level participation resulting in better outcomes.

100% RESPONSIVE

Built for all devices, browsers and operating systems.

100% ACCESSIBLE

Accessibility Compliant: Tested for WCAG 2.1 Level AA.

LANGUAGE TRANSLATOR

Built-In Language Translator featuring over 100 languages.

USER DASHBOARD

Every registered stakeholder can access their own dashboard to edit their profile / preferences, unsubscribe and view their activity. If User Following is enabled, they can view who follows them and who they follow.

ENGAGING TOOLS

38 informative and collaborative tools to engage with diverse groups and projects with more in development.

MITIGATE USER FRUSTRATION

Option to enable account approval on email verification and disable moderation on project/tool/item level resulting in a dynamic user experience.

INSTANT PROJECT UPDATES

If a user is following a project, when the project admin posts a new item / update, the administrator can elect to send an update to project followers instantly. Just another way Engagement Hub improves communication while reducing our clients' administration burden.

EMAIL CONFIRMATIONS

Whenever a registered stakeholder undertakes an action e.g. registers or submits a comment, they

receive an automated confirmation email. These template emails are modifiable by our clients at any time.

SOCIAL SHARING

If social sharing is enabled, your stakeholders can assist you in promoting your consultations via their social profiles.

EDMs

Your stakeholders can opt-in/out of EDMs at any time. Send beautifully presented newsletters via the system to all stakeholders or by filtering on demographics, projects, and stakeholder segments.

SYMMETRY AND STRUCTURE

Displaying consistent symmetry and structure of information to stakeholders is fundamental to their ease of experience. Unlike other platforms, Engagement Hub has a default recommendation built-in with the option for clients to create bespoke templates for similar consultations.



STUNNING WEBSITES WITH EASY TO USE CONTENT MANAGEMENT SYSTEM (CMS)

CUSTOM URL

Have your engagement site sit on your own custom URL e.g., collaborate.yourdomain.com or on a subdomain of ours, e.g., xyz.engagementhub.com.au.

BRAND IDENTITY

Incorporate your organisation's branding including imagery, fonts, colours and more.

SITE DESIGN

Quickly select different theme options on how elements throughout the site are displayed; simply click 'Activate'.

SOCIAL MEDIA

Link and embed your social media profiles and encourage social sharing of your consultations.

STATIC INFORMATION PAGES

Include unlimited top level menu static information pages with rich content.

ADDITIONAL MESSAGING

Option to include welcome content under the banner on the home page, above footer content across the site (widely used for Acknowledgement of Country) and a Pop-up Message.

PROJECT SEARCH BAR

Option to add a project search bar to your home page so users can search by location, categories and/or project name.

REGISTRATION FORM

Design a registration form relevant to your organisation and reporting needs. Modify at any time. Our team also provide, a custom [help video](#) to assist your stakeholders in understanding the value of registering on your site.

GOOGLE ANALYTICS

Add your Google Analytics code to track additional metrics particularly on referral channels.

PROJECT FOLLOWERS

Optionally enable your stakeholders to follow one another by ticking a box. When someone a user follows posts a comment, their followers are notified by email. Particularly useful for private projects, committees, citizen panels and more.

SINGLE SIGN-ON (SSO)

All levels of users can sign-on with Microsoft, Twitter, Facebook and Google or their Engagement Hub Login.

RICH CONTENT EDITOR

Engagement Hub features a rich content editor tool throughout the system - this is as simple as using Microsoft Word.

AND SO MUCH MORE!

THE ONLY COMPLETE ONLINE ENGAGEMENT TOOLBOX

Engagement Hub enables you to inform, collaborate and engage with your community and stakeholders 24/7 from anywhere and from any device, resulting in more effective, efficient and meaningful consultations. We combine all your online and offline engagement into one centralised, integrated and secure online solution for collaborating, managing, communicating and reporting.

PRIVATE AND PUBLIC PROJECTS

You determine whether individual projects are public (viewable by all) or private (viewable by invitation only). A simple tick box can change the status. Unlike others, we don't charge extra for private projects.

PROJECT STATUS

When setting up a consultation, it is set to 'unpublished' status by default. Change the status to Published, In Review, Closed, or Archived at any time.

PROJECT SCHEDULING

Going on holiday when your consultation is due to go live or close? Not a problem, with Engagement Hub every consultation can be date scheduled.

PROJECT CLONING

Create project-type templates and/or duplicate an existing project to save time when setting up new projects.

HUB PROJECTS

At times there may be an overarching or consultation area involving many smaller or linked projects. Engagement Hub enables you to hide the little projects from the home page and link through via the larger project.

COMMENT MODERATION

By default, open commenting widget tools have moderation enabled. On a project, tool and individual item basis moderation can be disabled. Team Members (Project Admins) are notified by email when new comments are posted. Additionally, comments may be unpublished at any time.

TOOL SELECTION

Each project includes an independent widget tool dashboard featuring our 38 current tools. Each tool can be disabled / enabled throughout a consultation lifecycle.

PROJECT PAGE DESIGN

Add your custom branding, URL and colours to individual projects. Then, drag and drop the widgets within each project.

FOLLOW THIS PROJECT

This popular feature encourages users to follow the project, reducing administration. When you post a new item to the project, you can instantly elect to share it with project followers by ticking a box.



***Click here to visit
our SRM section to
find out more about
capturing offline
project feedback.***

STAKEHOLDER RELATIONSHIP MANAGEMENT

Engagement Hub is the only stakeholder engagement software that includes a fully integrated stakeholder management and communications system - no need to purchase a stand-alone stakeholder management system, providing a significant cost saving to your organisation.

RICH USER PROFILES

Develop detailed profiles and history of individual offline and registered stakeholders. Email them directly and download complete PDF profiles with history.

STAKEHOLDER SEGMENTATION

Add custom categories and segments to group stakeholders. This is also linked to reporting, so is relevant to understand the relationship individuals and groups have with specific projects

STAKEHOLDER LISTS

Download detailed stakeholder lists by all of site, project or segmentation.

USER REGISTRATION

Create a bespoke user registration form to capture as little or as much data as you require. Everything captured at registration including demographics and segments are included in reporting.

IMPORT DATABASES

Import existing stakeholders into the system and quickly invite them to register (converting them from offline to online user) or to collaborate in a private consultation.

ADD / IMPORT OFFLINE FEEDBACK

Add or import offline feedback (phone calls, meetings, letters etc.) and align it to your projects.

SEARCH STAKEHOLDERS

Search stakeholders by a range of fields and custom segments.

EMAIL CLIENT INTEGRATION

The mail drop box feature enables emails received in your email client (e.g. MS Outlook) to be imported from MS Outlook directly to the relevant stakeholder in your Engagement Hub site.

EMAIL /NEWSLETTERS

Email individuals or groups of stakeholders directly through the system. Filters include project, demographics, segmentation, and activity undertaken or not undertaken.

SYSTEM-GENERATED EMAILS

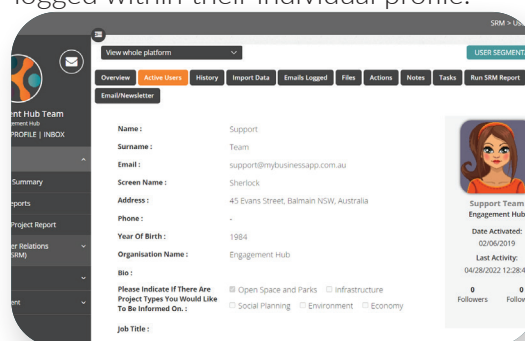
Users automatically receive an email notification after undertaking a particular task e.g. registering, posting a comment, or RSVP'ing to an event, and are logged within their profile.

INSTANT PROJECT UPDATES

If a user is following a project, when the project admin posts a new item/update they can elect to send an update to project followers instantly.

REJECTION NOTIFICATIONS

If you decide not to publish a user's comment or unpublish their comments, send a message to explain why the comment has been rejected. These are logged within their individual profile.






THE TOOLBOX - SUPPORTING THE IAP2'S PUBLIC PARTICIPATION SPECTRUM

IAP2'S PUBLIC PARTICIPATION SPECTRUM



The IAP2 Federation has developed the Spectrum to help groups define the public's role in any public participation process. The IAP2 Spectrum is quickly becoming an international standard.

INCREASING IMPACT ON THE DECISION 					
	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

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The project tools and many features of Engagement Hub are designed to support each of the five general modes of participation outlined in the above spectrum.

Mix and match any combination of informative and feedback/participation tools to support the different stages of your consultation process and level of participation you are seeking.

PROJECT TOOLS AND FEATURES TO SUPPORT YOUR DIGITAL AND OFFLINE ENGAGEMENT OBJECTIVES

CORE PROJECT INFORMATION TO INFORM



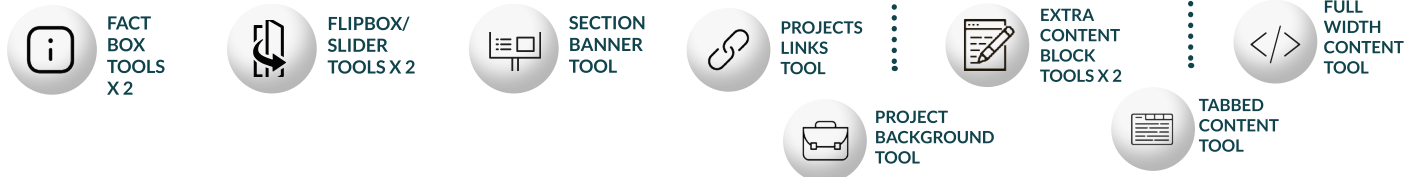
RICH MEDIA TOOLS TO INFORM

LINK RELATED PROJECTS



DYNAMIC TOOLS TO INFORM

ADDITIONAL CONTENT TOOLS



PROJECT UPDATES

ENGAGE EVERYONE



CLOSED ENVIRONMENT

RSVPS



OPEN ENVIRONMENT FEEDBACK

MIXED ENVIRONMENT



INFORMATIVE TOOLS

Engagement Hub delivers 25 Informative Widget Tools to share well-structured content and multimedia with your community and stakeholders.

Key universal features of the tools:

- Enable/disable the tools at any time on a project basis
- Present information in a variety of flexible options to stakeholders
- Unlimited number of items per tool
- Publishing date scheduling
- Share new information and updates instantly with project followers
- Re-title, recolour and drag and drop the tools to re-order them on your page
- View records of who has read the latest news items and documents and also viewed videos



PROJECT OVERVIEW AND CONTROL TOOL



EXTRA CONTENT BLOCK TOOLS X 2



FACT BOX TOOLS X 2



FLIPBOX/SLIDER TOOLS X 2



FULL WIDTH CONTENT TOOL



IMAGE GALLERY TOOL



KEY DATES / TIMELINE TOOLS X 2



LATEST NEWS / BLOG TOOL



PROJECT BANNER TOOL



PROJECT DOCUMENT LIBRARY TOOL



RELATED PROJECTS TOOL



SECTION BANNER TOOL



TABBED CONTENT TOOL



VIDEO GALLERY TOOL



EMBEDD ANYTHING TOOL



PROJECTS LINKS TOOL



FREQUENTLY ASKED QUESTIONS TOOL



SITE-WIDE LANGUAGE TRANSLATOR TOOL



IMAGE SLIDER TOOL



WHO'S LISTENING TOOL



PROJECT BACKGROUND TOOL

User Access

- Visitors may view all information tools in 'public projects' without registering
- Only invited users can view information on private pages

Project Communications

- Instantly notify project followers of new information (optional on a tool and item basis)
- Send project updates/newsletters to all or segmented registered users

Powerful Analytics and Reporting

See who has viewed the latest news items, documents, and videos. Includes the number of times the user viewed the items and the last date and time they did.

Governance Audit Log

All actions from building, publishing and modifying information are date/time stamped and recorded in your platform and project audit report.

Project Overview and Control Widget Tool

The Project Overview and Control Widget Tool controls the overall individual project:

- Project Name
 - Project URL
 - Determine if it is a private or public project
 - Choose to display on the homepage of your site or not
 - Link to a suburb and/or category
 - Option to mark the project as featured
 - Upload an image and provide short commentary to display on your homepage.
 - The Project Overview widget enables unlimited text with an accompanying image or video. Our text editor also allows adding additional photos, videos, documents, tables, and hyperlinks.
 - Date/time scheduling of projects
 - Save up to 5 versions of the Overview Widget and revert back to any previous version if needed.
 - Optionally, add a hyperlinked button under the content. For example, you may wish to hyperlink to a survey, document etc.
-

Project Document Library Widget Tool

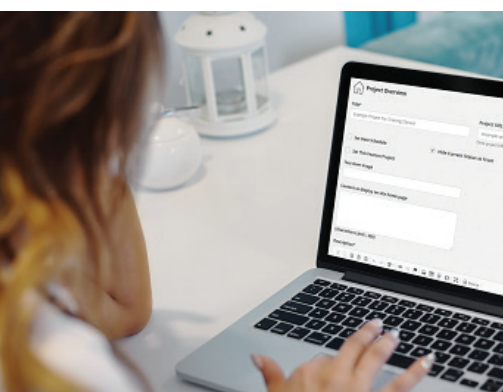
Our Project Document Library Tool is the perfect place to store all key information and documents to support and enhance your engagement project. This tool provides a simple categorised filing system that makes it easy for your stakeholders to navigate.

- Unlimited document folders and documents per project
 - Option to have folders open/closed
 - Upload documents (.pdf, .doc, .docx, ppt, pptx, xls, .xlsx, .dotx) or add a document URL
 - Disable/hide the widget at any time on a project basis
 - Date scheduling for publishing / unpublishing
 - Unpublish and modify folders and documents at any time
 - Share new documents instantly with project followers
 - All documents generate a unique URL. If a document is updated, the URL remains the same
 - Reposition, re-title and re-colour the widget on a project basis.
-

Frequently Asked Questions Widget Tool

Use Engagement Hub's Frequently Asked Questions Tool on a project basis to efficiently and effectively manage commonly asked questions. This sophisticated tool allows you to organise your FAQs in a system that is simple and easy to navigate.

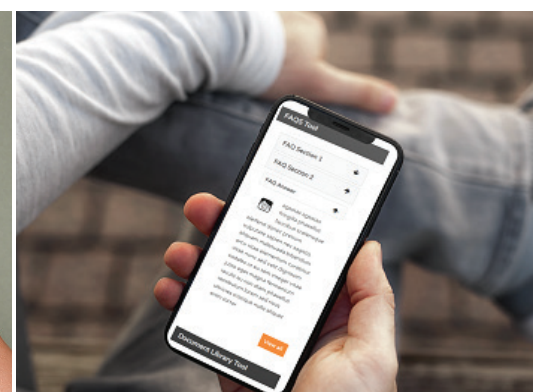
- Unlimited folders (categories) and FAQs per project
- Option to have folders (categories) open or closed on project page
- Include rich content such as images, videos and hyperlink
- Collectively, the FAQs generate one URL for all of the project's FAQs
- Unpublish and modify folders and FAQ items at any time
- Disable/hide the widget at any time on a project basis
- Reposition, re-title and re-colour the widget on a project basis
- Hide the 'View all' button on a project basis via the Project Settings tool (positioned at the bottom of the project's widget dashboard).



Project Overview and
Control Widget Tool



Project Document
Library Widget Tool



Frequently Asked
Questions Widget Tool

Fact Box Widget Tool x 2

The two Fact Box Widget Tools are designed to support the sharing of concise information in the main body and/or sidebar.

- A main body and a side bar fact box tool
- Unlimited fact boxes per project and tool
- Optionally add introductory content including text, images, and rich media to introduce the tool of the frontend
- For each fact box, optionally select a supporting icon, set a colour scheme and add content (limited to 150 characters)
- Unpublish fact box items at any time
- Reorder fact box items at any time
- Disable/hide the widgets at any time on a project basis
- Reposition, re-title, re-colour, add a drop-shadow to the widgets on a project basis

Flipbox / Slider Widget Tool x 2

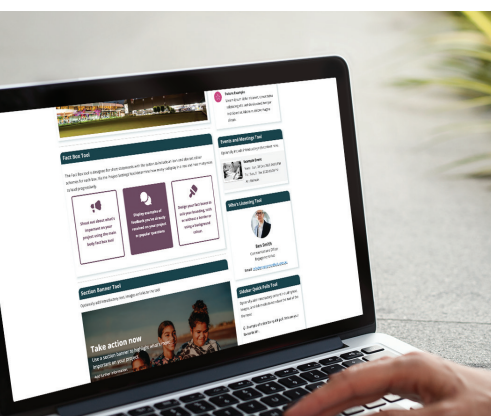
A main body and a sidebar tool to display concise information on 2 flip/slide tools. Per item, clients can: set a colour scheme; optionally add an image to the front card; optionally add a hyperlinked button to the back card; and determine whether the two cards flip or slide and in what directions.

- A main body and a side bar fact box tool
- Unlimited flipboxes per project and tool
- Include a short headline on the front card and rich content description on the back
- For each flipbox, optionally upload an image on the front card and enable a hyperlinked button on the back card
- For each flipbox apply your own colour scheme
- Unpublish flipbox items at any time
- Reorder flipbox items at any time
- Disable/hide the widgets at any time on a project basis
- Reposition, re-title, re-colour, add a drop-shadow to the widgets on a project basis

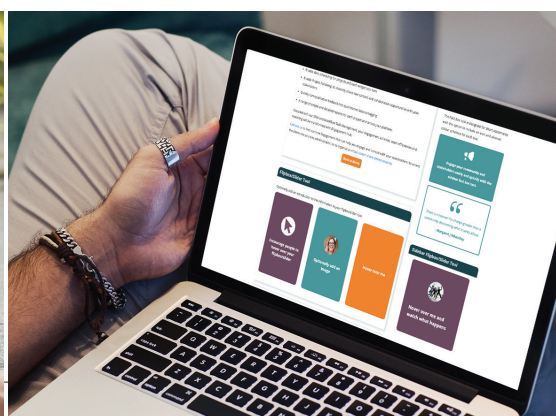
Full Width Content Widget Tool

The full-width content block widget tool sits under the banner of a project. This flexible tool is ideal for making introductory statements on your projects with the option to include up to 5 horizontal buttons.

- Include rich content such as images, videos and hyperlinks
- Optionally, add up to 5 hyperlinked buttons under the content. For example you may wish to hyperlink to a survey or a document etc.
- Unpublish and modify content at anytime
- Disable/hide the widget at any time on a project basis
- Reposition, re-title, re-colour, add a drop-shadow to the widget on a project basis



Fact Box Widget Tool x 2



Flipbox / Slider Widget Tool x 2



Full Width Content
Widget Tool

Image Slider Widget Tool

Image Slider is an excellent tool for presenting two related images for example before and after images. Optionally add text and on the second slide a hyperlinked button.

- A main body tool
 - Unlimited image sliders per project
 - Optionally add introductory content including text, images, and rich media to introduce the tool of the frontend
 - Each image slider image includes a front image card and back image card. The application of text overlay and buttons is optional.
 - For each slider item choose the slide direction (left, right, up, down)
 - Unpublish image slider items at any time
 - Reorder image slider items at any time
 - Disable/hide the widget at any time on a project basis
 - Reposition, re-title, re-colour, add a drop-shadow to the widgets on a project basis
-

Section Banner Widget Tool

The Section Banner Tool Widget is designed to highlight a call to action (CTA) and/or image within a project.

- A main body tool
 - One section banner per project
 - Optionally add introductory content including text, images, and rich media to introduce the tool of the frontend
 - To support the banner image, optionally add a headline, subheading, rich description and/or a hyperlinked button
 - Disable/hide the widget at any time on a project basis
 - Reposition, re-title, re-colour, add a drop-shadow to the widgets on a project basis
-

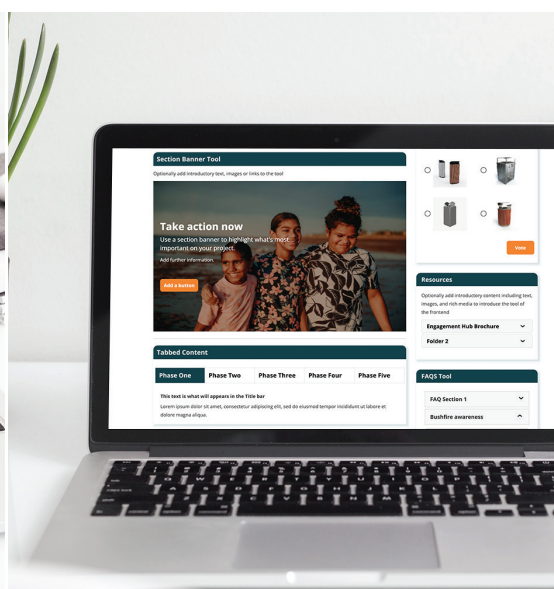
Related Projects Widget Tool

The Related Project Tool is designed to display sub or related projects option to include rich content, hyperlinked buttons and/all display-related projects as a grid (similar to the home page grid layout).

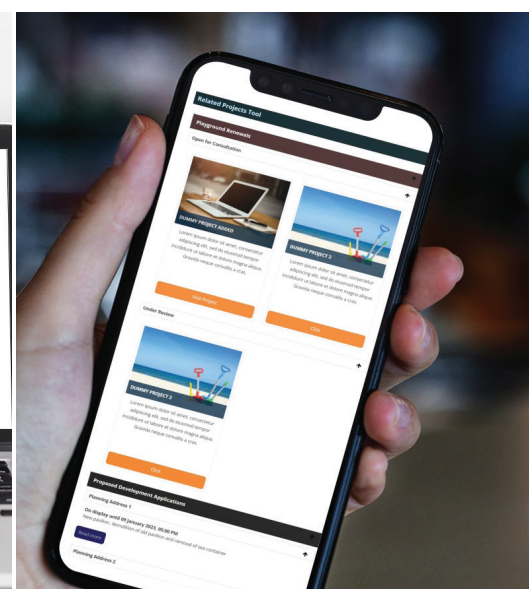
- Unlimited folders (categories) and items per project
- Option to have folders (categories) open or closed on project page
- Option to include rich content, hyperlinked buttons and/all display-related projects as a grid (similar to the home page grid layout)



Image Slider Widget Tool



Section Banner Widget Tool



Related Projects Widget Tool

Who's Listening Widget Tool

tended to 'humanise' the consultation by indicating real people are taking notice of what stakeholders are saying.

- Humanises the consultation
- Add project admins and/or other key team members displayed as Who's Listening people
- Include profile image, delegation and a summary if required
- Unpublish and modify the content at any time
- Disable/hide the widget at any time on a project basis
- Reposition, re-title and re-colour the widget on a project basis.

Embed Anything Widget Tool

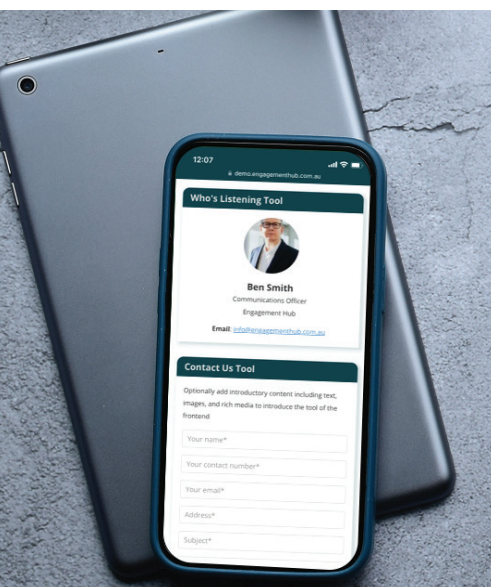
Use Engagement Hub's Other Information/Embed Widget Tool to pull content via an embed code or iframe from another website source.

- Unlimited embed per project
- Embed content from Facebook, Twitter, Instagram, RSS, Prezi and more
- Disable/hide the widget at any time on a project basis
- Reposition, re-title and re-colour the widget on a project basis.

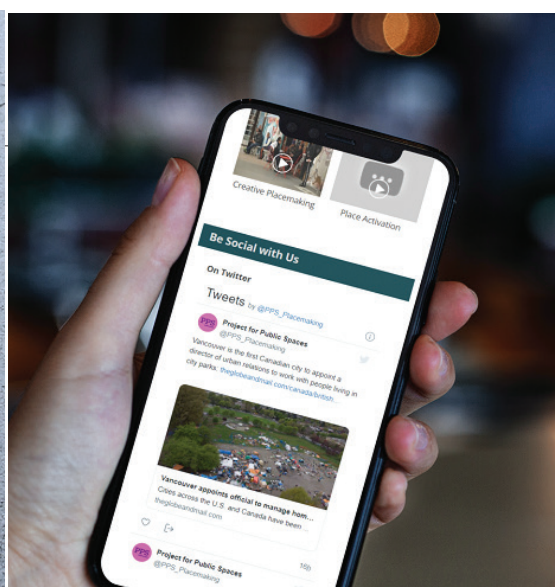
Project Background Widget Tool

Using our Project Background Tool, provide detailed background information about your project to stakeholders.

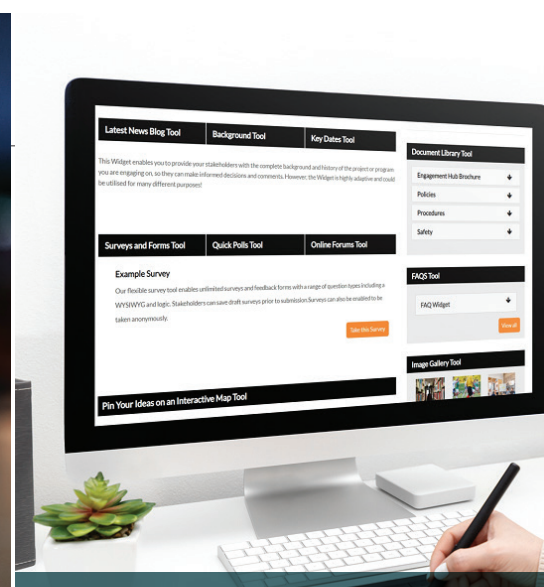
- Include rich content such as images, videos and hyperlinks
- Unpublish and modify content at anytime
- Disable/hide the widget at any time on a project basis
- Reposition, re-title and re-colour the widget on a project basis.



Who's Listening Widget Tool



Embed Anything Widget Tool



Project Background
Widget Tool

Project Banners Tool

As they say – an image speaks a thousand words! Using our Project Banners Tool, create unique banners and sliders for each project. Project banners are a great way to reinforce your key messaging.

- Choose between displaying one image video, image sliders or a [video banner](#).
- Add text overlay on banner image for messaging.
- 6 optional image filters
- Choose from 7 visual structures.
- Update or replace an existing banner image.
- Easily rearrange the order of images displayed in the banner slider by click and drag.

Project Links Tool

The Project Links Tool enables you to provide a list of relevant external websites for your stakeholders to visit. This tool is a great way to promote project partners, provide more information to engage and inform your stakeholders, and link to your organisation's website.

- Unlimited project links per project
- Unpublish links at anytime
- Disable/hide the widget at any time on a project basis
- Reposition, re-title and re-colour the widget on a project basis

Site-wide Language Translator Tool

Engagement Hub features more than 100 languages for your visitors to select from. Additionally, you can set up your platform in your preferred language.

If clients enable the language translator, there are two options for displaying it:

1. In the header as a drop-down
2. As a project widget tool with the language drop-down and option to include additional supporting text such as interpreter services.

Tabbed Content Tool

This highly flexible tool presents related information together across separate tabs. It is another tool option to structure information including text, images, embeds and hyperlinks

- Main body tool
- Up to 5 tabs per project
- Unpublish and modify tabs at any time
- Include rich content such as images, videos and hyperlinks
- Disable/hide the widget at any time on a project basis
- Reposition, re-title, re-colour, add a drop shadow via the Customise Widget Tool



Project Banners Tool



Project Links Tool



Site-wide Language
Translator Tool



Tabbed Content Tool

Latest News/Blog Widget Tool

Keep your stakeholders and community informed with project updates, media releases, opportunities and consultation outcomes!

- Unlimited news items per project
- Choose how to display individual news items per project - list view or portfolio grid
- Option to create an above footer news feed which is displayed on all site pages (via Site Management/Site Settings/Display Settings)
- Option to control how many news items are displayed on project pages (via Site Management/Site Settings/Project and Widget Settings)
- When posting a news item, you can select to display it as 'default list' or 'portfolio grid'
- Upload supporting documents and images
- Includes rich content such as images, videos and hyperlinks
- All news items generate a unique URL. If an item is updated, the URL remains the same
- Date/time scheduling
- Modify and unpublish news items at any time
- Disable/hide the widget at any time on a project basis
- Reposition, re-title and re-colour the widget on a project basis
- In Project Activity Summary Reports, Whole Project Report and User Profiles view who has read the news items, how many times and the last date and time they did.

Video Gallery Widget Tool

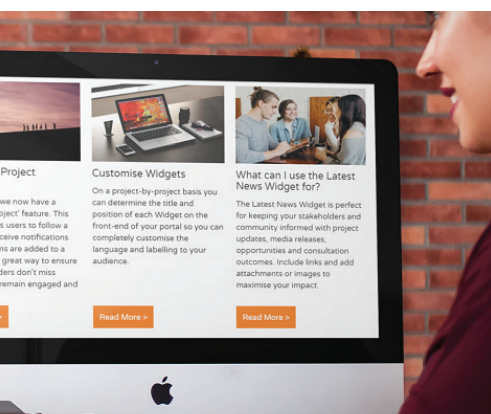
Effectively reach your stakeholders by using Engagement Hub's Video Gallery Tool. Studies show that viewers retain 95% of a video's message compared to 10% when reading text! Our Video Gallery Tool allows you to embed YouTube and Vimeo videos for greater impact.

- Unlimited videos per project
- Include summary content
- Unpublish videos at anytime
- Disable/hide the widget at any time on a project basis
- Reposition, re-title and re-colour the widget on a project basis
- Additionally, most of the widget tools also support embedding videos
- Within the SRM/Individual User Profiles, find out what videos a user has viewed and when
- In the Reporting Dashboard view and download all users who have viewed the project's videos.

Image Gallery Widget Tool

Cut through for your engagements and consultations by developing a suite of images. Using our Image Gallery Tool, provide your stakeholders with an image gallery to browse for information and insight into your project.

- Unlimited photos and images per project
- Add a caption to support your photo/image
- User can click on the photo for a full-size version to be opened in a pop-up window
- Disable/hide the widget at any time on a project basis
- Reposition, re-title and re-colour the widget on a project basis
- Additionally, most of the widget tools also support inserting images and photos.



Latest News/Blog Widget Tool



Video Gallery Widget Tool

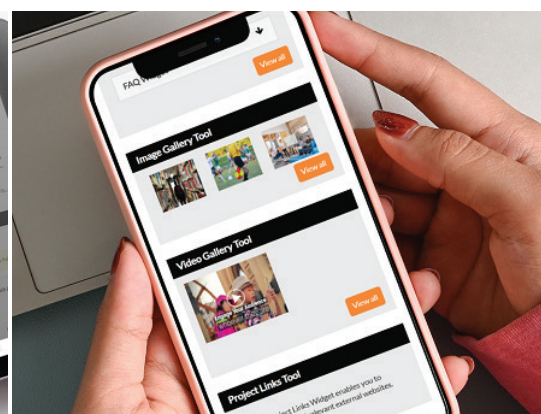


Image Gallery Widget Tool

Extra Content Block Widget Tools x 2 + Full Width Content Tool

Add anything to these three informative tools, including videos, images, embeds, text, hyperlinks and block quotes. The flexibility of the Additional Content Widget Tools gives you the option to be as creative as you want.

- Include rich content such as images, videos and hyperlinks
- Optionally, add a hyperlinked button under the content. For example, you may wish to hyperlink to a survey or a document etc.
- Unpublish and modify content at anytime
- Disable/hide the widgets at any time on a project basis
- Reposition, re-title and re-colour the Extra Content Widget Tools on a project basis
- The Full-Width Content Block tool resides underneath the project banner and includes the option for up to five hyperlinked buttons.

Key Dates / Timeline Widget Tools x 2

Key Dates Widget Tool

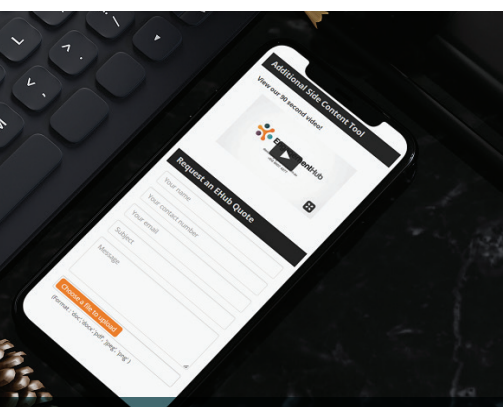
Publicly display your engagement process and important key project dates. This tool allows your stakeholders to visualise the complete picture of the process and determine at what stages they can get involved in the consultation.

- Unlimited key dates per project
- Status' includes: completed; in progress; and not commenced
- Include rich content such as images, videos and hyperlinks
- Date/time scheduling
- Modify and unpublish timeline items at any time
- Disable/hide the widget at any time on a project basis
- Reposition, re-title and re-colour the widget on a project basis.

Side Bar Timeline Widget Tool

Similar to the Key Dates Widget Tool, the Sidebar Timeline Widget Tool enables you to display your engagement process, and key project dates publicly. This tool allows your stakeholders to visualise the complete picture of the process and determine at what stages they can get involved in the consultation.

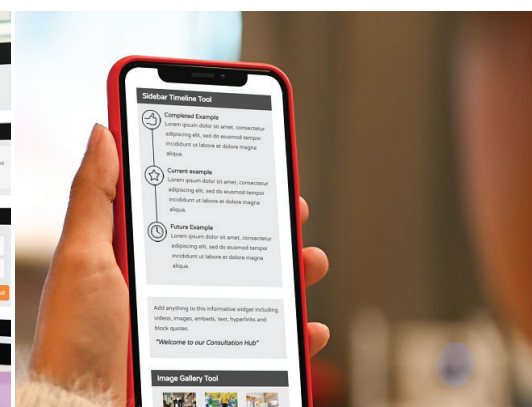
- Unlimited dates per project (the first ten entries are displayed on the project page, and if there are more than ten items, a view all button is displayed)
- Upload icons to support each phase. If you require stock images for your timeline, please view our selection of stock images here.
- Include rich content such as images, videos and hyperlinks
- Date/time scheduling
- Modify and unpublish timeline items at any time
- Disable/hide the widget at any time on a project basis
- Reposition, re-title and re-colour the widget on a project basis.



Extra Content Block Widget Tools
x 2 + Full Width Content Tool



Key Dates Widget Tool



Side Bar Timeline Widget Tool

FEEDBACK TOOLS

Engagement Hub delivers 13 Feedback Widget Tools to enable you to collaborate, engage and collect feedback from your community and stakeholders.

Key universal features of the tools:

- Enable/disable the tools at any time on a project basis
- Include multiple opportunities for stakeholders to provide feedback
- Unlimited number of items per tool
- Publishing date scheduling
- Share new opportunities instantly with project followers
- Re-title, recolour and drag and drop the tools
- Use text analysis to consolidate and group feedback
- All feedback is logged in project reports and within the individual stakeholder's profile



SURVEY AND FORM TOOL



QUICK POLLS TOOL X 2



FORUM / Q&A TOOL



INTERACTIVE PDF / IMAGE TOOL



IDEAS & STORY WALL TOOLS X 2



EVENTS REGISTRATION TOOL



INTERACTIVE MAPPING TOOL



ADVANCED MAPPING TOOL



SUBMISSIONS TOOL



PARTICIPATORY BUDGETING TOOL



INTERACTIVE MEDIA TOOL

User Participation

- Visitors may view all participation opportunities in 'public projects' without registering
- Open commenting tools require user registration to participate actively. Surveys, quick polls and submission do not; however, you can choose to make registration compulsory on survey
- By default, moderation comments are not published until approved by a moderator. Comments may be disabled.
- Visitors can view open commenting feedback if the administrator publishes user comments
- If the administrator or moderator determines not to publish a comment or to unpublish one, an email icon appears enabling notification to the stakeholder. This email is logged against the project information and within the users profile

Project Communications

- Instantly notify project followers of a new feedback opportunity (optional on a tool and item basis)
- Send project updates/newsletters to all or segmented registered users

Submission Notification Emails

- User receives email confirmation on all submissions and comment/reply approval
- User receives event confirmation with iCal for all event registrations
- Send user a bespoke email if comment/reply is not to be published
- Administrators/Moderators notified by email of new comments posted with a link to review and approve
- Administrators notified of surveys and submissions

Powerful Analytics and Reporting

- All response data with stakeholder details downloaded in .csv
- The text analysis tool enables dynamic conversion of comments into quantitative data identifying key themes and sentiment for fast analysis and reporting via the Insights Dashboard
- Feedback included in the full project report (.doc)
- Surveys, submissions and comments logged in user profiles

Governance Audit Log

All actions from building, publishing to users posting, submitting, commenting and voting are date/time stamped recorded in your platform and project audit report.

Interactive Mapping Widget Tool

This tool enables your community or stakeholders to pin feedback/ideas, vote and respond to comments on an interactive map.

- Unlimited map items per project
 - Add map markers for users to apply their comments/upload images to a 'category' e.g, parking, traffic etc
 - Option for administrator to bulk import location pins with supporting information/image: examples of use include Heritage Inventory consultations, exploratory engagement for urban design and master planning projects
 - In addition to a general comment, create a short survey as part of the process for pinning comments All map items generate their own unique URL.
 - Date/time scheduling
 - By default, administrator moderation is enabled for comments posted. On an item basis, this can be disabled at any time.
 - Disable/hide the widget at any time on a project basis
 - Reposition, retitle and recolour the widget on a project basis.
-

Advanced Mapping Widget Tool

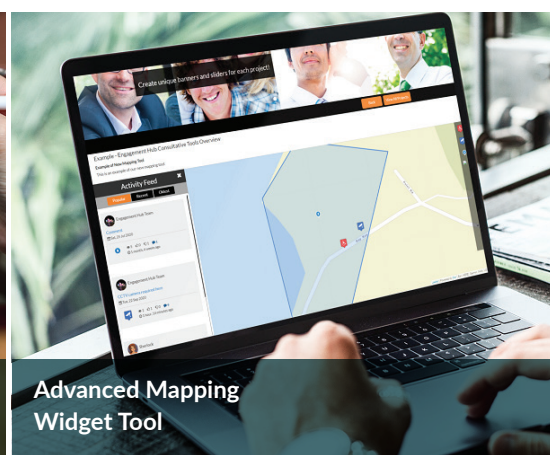
Building on the Interactive Mapping Widget Tool, this tool enables your community or stakeholders to pin feedback/ideas, vote and respond to comments on an interactive map. The difference between the two tools is that this mapping tool enables you to select a base map style and add a bounded area within which users may only pin comments.

- Unlimited map items per project
 - Choose your preferred map layer
 - Option for administrator to add GeoJson Layers to the map
 - Bound the consultation area
 - Add map markers for users to apply their comments/upload images to a 'category' e.g, trees, seating etc
 - All map items generate their own unique URL.
 - Date/time scheduling
 - By default, administrator moderation is enabled for comments posted. On an item basis, this can be disabled at any time.
 - Disable/hide the widget at any time on a project basis
 - Reposition, retitle and recolour the widget on a project basis.
-

Interactive PDF/Image Widget Tool

Upload your concept plan and have your stakeholders pin comments directly onto it!

- Unlimited interactive PDF/image items per project
 - Upload an A4 .pdf or image
 - Users comment directly onto the pdf/image (perfect for concept plans)
 - All items generate their own unique URL.
 - Date/time scheduling
 - By default, administrator moderation is enabled for comments posted. On an item basis, this can be disabled at any time.
 - Disable/hide the widget at any time on a project basis
 - Reposition, retitle and recolour the widget on a project basis.
-



Event Registration Widget Tool

Our Event Registration tool enables you to notify and encourage your stakeholders to attend workshops, forums and events associated with your project. This tool provides a complete event registration system including stakeholder electronic diary integration and event registration.

- Unlimited events per project
- Includes rich content such as images, videos and hyperlinks
- You can add bespoke registration questions for the registration process
- All event items generate their own unique URL.
- Supports online meetings/forums using tools like Zoom and Team Meetings
- Does not provide payment processing. Current clients link to either Eventbrite or Trybooking to process event payments.
- Unpublish and modify event items at any time
- Disable/hide the widget at any time on a project basis
- Reposition, retitle and recolour the widget on a project basis.

Interactive Media Widget Tool

The interactive media tool has broad users enabling clients to pin additional content on images. You can use this as an informative and feedback tool, even within the same project.

Examples of applications:

- Masterplan and concept plans - upload the overall layout/aerial image as the background image and then provide additional information/images/videos in pop-up windows.
- Strategies and visioning documents such as community strategic plans, frameworks, resource management plans and more – simply create a background image outlining the key directions and within the pop-up windows outline the detail.

If using the interactive media item for informative purposes only, simply turn off the ability for your stakeholders to comment, vote up, and vote down.

- Unlimited interactive media items per project
- Select from a range of pulsating icons to pinpoint to the pop-up elements on the image
- Include text, images and/or embeds in the pop-up elements
- Option to disable user comments and voting
- Option to disable comments being displayed on front-end (closed feedback)
- Option to disable category key being displayed under the interactive image
- All interactive media items generate their own unique URL
- Create unique colour schemes for each item
- Date/time scheduling
- Disable/hide the widget at any time on a project basis
- Reposition, re-title and re-colour the widget on a project basis.



Event Registration Widget Tool



Interactive Media Widget Tool

Survey and Form Widget Tool

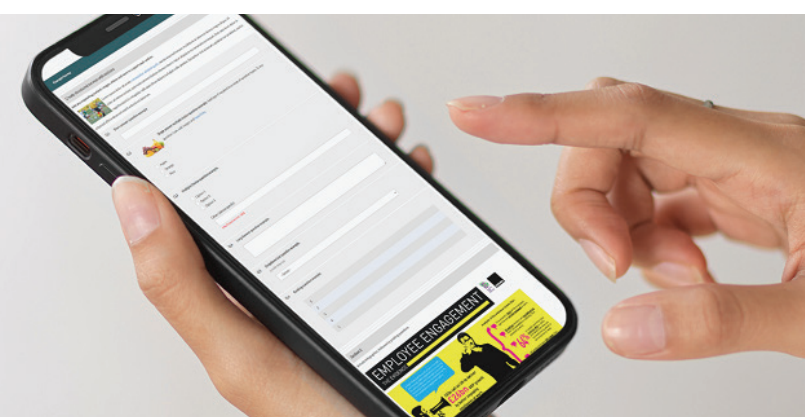
Sophisticated extensive survey and form tool to create simple to complex surveys.

- Unlimited surveys per project
- Clone/duplicate surveys within and across projects
- Surveys generate their own unique URL
- By default, users are not required to register to take a survey, however a new user profile is generated within the SRM. On setting up individual surveys, there is an option to force registration and/or enable anonymous surveys
- Date/time scheduling
- Optionally create survey sections with supporting information and media to structure longer surveys
- Interactive and rich media content easily added to all elements of a survey
- Download blank surveys for distributing to non-tech people
- Unlimited number of questions
- 13 question types
 - dropdown
 - file upload
 - full comment answer
 - full WYSIWYG rich response
 - matrix grid / series of likert scale questions
 - matrix grid with drop-down options
 - matrix text grid
 - multiple choice
 - radio buttons – single choice
 - ranking
 - short answer
 - star rating / likert scale
 - image poll
- Conditional logic questions.

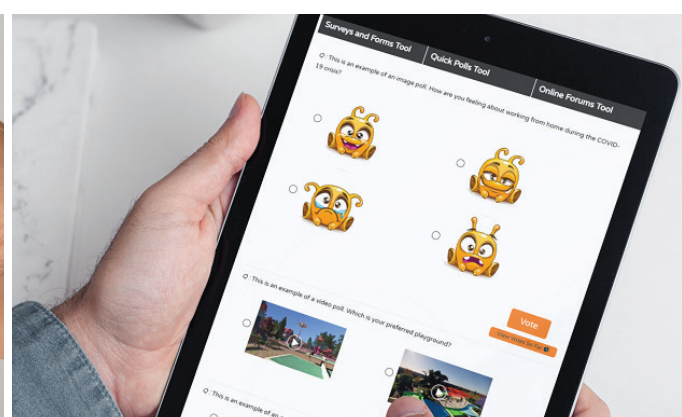
Quick Polls Widget Tool x 2

Make it easy for the community to assist you in prioritising options with text, image and video polls. Choose to use the main body or sidebar quick poll tools, or both.

- Enable / disable the quick poll widget at any time
- Unlimited quick polls per project
- Users are not required to be registered to take a quick poll. IP address of users is logged. If the user is registered and logged in, their details are included in the reports and their votes logged in their unique profile within the SRM
- Option to use text, image, video or audio polls
- Clone/duplicate quick polls within and across projects
- Date/time scheduling
- Amend the text on the 'vote' button
- Restrict IP addresses is optional
- Option to display vote results during and/or on closing of the quick poll.



Survey and Form Widget Tool



Quick Polls Widget Tool x 2

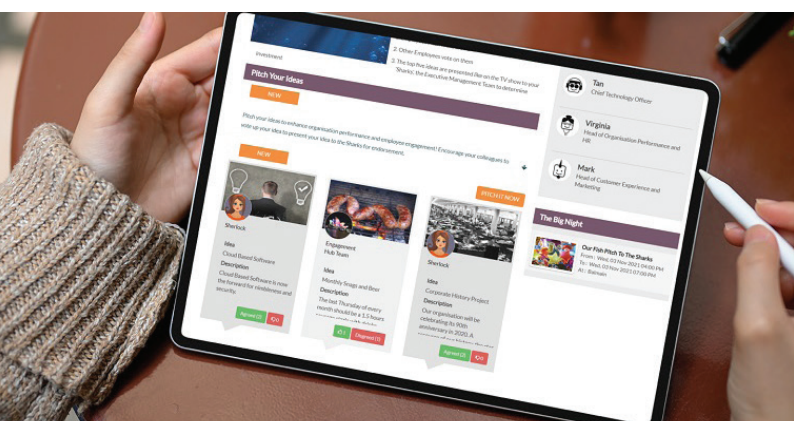
Ideas Wall Widget Tool #1 - Simple

Two ideas and story-sharing ideas boards: Simple ideas wall with built-in optional parameters and 'advanced tool' for bespoke creation.

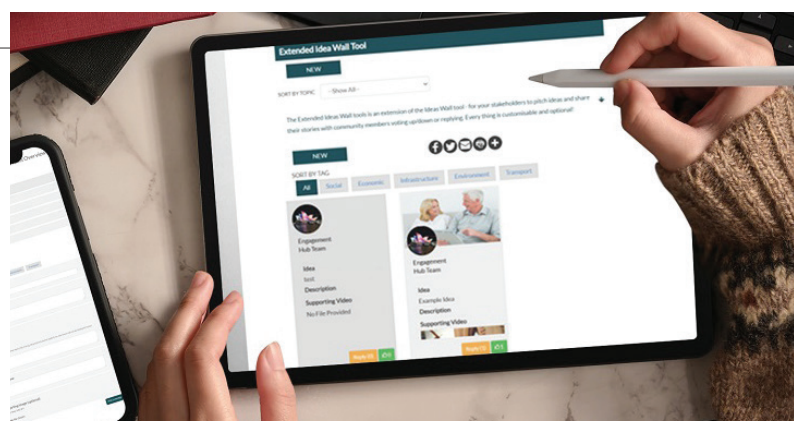
- Unlimited ideas walls per project
 - Easily bookmark your ideas walls into a URL link
 - Date/time scheduling
 - On individual ideas walls, determine which parameters for users to articulate and share their ideas:
 - Idea (compulsory)
 - Description
 - Perceived outcomes
 - Estimate costs
 - Who should deliver the project
 - Image to support the idea
 - Admin option to disable user ideas being posted (i.e. only show admin ideas posted for users voting up/down) and to disable voting down
 - By default, administrator moderation is enabled for items posted. On an item basis, this can be disabled at any time.
-

Ideas Wall Widget Tool #2 - Advanced

- Unlimited ideas walls per project
- Easily bookmark your ideas walls into a URL link
- Date/time scheduling
- Create ideas filters for each ideas wall for users to quickly view on their areas of interest and for admin analysis
- On individual ideas walls, create bespoke parameters for users to articulate and share their ideas:
 - Short answer
 - Comment/long answer
 - Single choice answer
 - Multiple choice answer
 - Dropdown single selection list
 - Image upload
 - Embed video/audio
- Admin option to disable user ideas being posted (i.e. only show admin ideas posted for users voting up/down), disable replies to ideas, and to disable voting down
- By default, administrator moderation is enabled for items posted. On an item basis, this can be disabled at any time.



Ideas Wall Widget Tool #1 - Simple



Ideas Wall Widget Tool #2 - Advanced

Submissions Widget Tool

You can use the Submission Tool for a range of different functions. The most popular way to use this tool is to enable your stakeholders to complete an online submission quickly, including uploading attachments.

- Enable / disable the submission widget at any time
 - Option for one custom field.
-

Community Chat / Forum Widget Tool

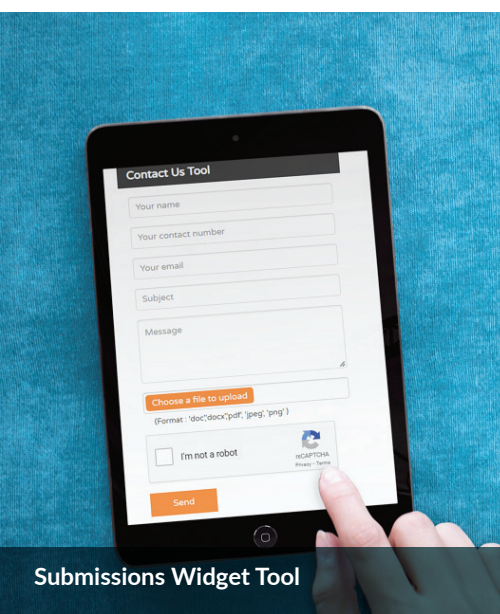
Open up conversations with your stakeholders and community.

- Unlimited chats/forums per project
 - Chats/forums generate their own unique URL
 - Date/time scheduling
 - Include interactive and rich media content
 - User can reply and vote up/down on other user comments
 - By default, administrator moderation is enabled for items posted. On an item basis, this can be disabled at any time.
-

Participatory Budgeting Widget Tool

The Budgeting Tool enables you to easily and effectively consult with your stakeholders on projects and/or annual budgets, opening up conversations with your stakeholders and community. Give your stakeholders the power to submit their ideas on your budget and to display the process behind the decision-making:

- Unlimited budget reviews per project
- Includes rich content such as images, videos and hyperlinks to support budget sections and/or budget items
- All budgets generate their own unique URL
- Date/time scheduling
- Rich range of features to support small projects to large complex budgets
- Disable/enable a range of overall features
- Option to build budget sections with individual budget items
- Individual budget items: enable/disable learn more pop-up; enable/disable budget slider; enable/disable comments; enable/disable vote up/down
- Disable/hide the widget at any time on a project basis
- Reposition, re-title and re-colour the widget on a project basis.



Submissions Widget Tool



Community Chat / Forum
Widget Tool



Participatory Budgeting
Widget Tool

EASY ADMIN DASHBOARD + TEAM MANAGEMENT

DASHBOARD

As soon as you log in as an administrator, you're straight into your secure administrator's dashboard. You can modify the system to your brand and style guidelines, define and import stakeholders, create and manage projects, run reports and more.

TEAM MEMBERS

Team Members (Project Administrators) are individuals the site administrator may choose to assign to have access to manage specific projects and also access the stakeholder relationship management tool and all the reporting features. Project administrators receive system notifications when stakeholders undertake interactions on their projects/consultations.

You can modify the following access levels for each project administrator/team member at any time via Manage Team:

- Project Admin (default—build and edit designated projects, access the SRM and export reports for designated projects)
- Permission to add new projects
- Access to incomplete surveys for designated projects
- Access to Who's Listening Widget for designated projects
- Restricted access to only view designated unpublished projects
- Restricted access to only access admin area of designated projects (similar to Project Admin level but without access to the SRM and reporting dashboard)
- Turn off system-generated emails to the project admin
- Block all deletion options for the project admin
- Enable Site Management Access
- Enable Team Member Access
- Enable Stakeholder Relationship Management Access for designated projects (Stakeholder Lists, Registration Form and Email Templates. Note, if full project admin, this is already enabled.

AZURE AD / MICROSOFT ENTRA ID SINGLE SIGN ON (SSO) INTEGRATION

For an additional fee, clients can elect to integrate their corporate Azure Active Directory / Microsoft Entra tenancy. Administrators of that client's site will then be automatically logged into their Engagement Hub site, on logging into their corporate system.

WORKFLOW TASK MANAGEMENT

Another one of the many unique features of Engagement Hub is Workflow Task Management. You can set tasks for other team members/project administrators related to projects/consultations/stakeholders here.

Examples of use:

- At times, you may require a colleague/s to review an unpublished project. Via Manage Team, you can add the colleague as a team member with a permission level of 'Restricted access to only view designated unpublished projects. This enables them to preview a project prior to going live. With workflow tasks, if permission level 'Enable Stakeholder Relationship Management Access for designated projects' rather than email the colleague to review the project, you can now task them to review it from within the system.
- Activity task setting. At times you may be sharing the management of a consultation and wish to set tasks for a colleague to undertake e.g. add a news post, compose a newsletter tag feedback, etc.
- Clarification of information. Stakeholders at times request further details on consultation information.
- During construction, issues may arise that require resolution by a project manager, civil contractor, etc. Setting tasks with deadlines improves efficiencies.

ANALYSIS AND REPORTING

As Stakeholder Engagement Strategists, we focus on the need for extensive and diverse reporting. Therefore, engagement Hub has the most comprehensive features to enable you to interpret, manage and export your data.

Site-Wide Reporting

View date range visual and exported formats (.csv and .pdf) reports on the performance of your site including:

- Visitation
 - Unique Visitors
 - Registered Users
 - Offline Users
 - User demographics
 - Users by stakeholder segmentation
 - Geospatial location of registered users when address asked at registration
 - Compare project performance
 - Informed and engaged users
 - Level of engagement across projects
 - Compare the interaction by users of the tools across projects
 - Most influential and active users
 - Conversion of offline users to registered users
 - All site text analysis / tag reports – great for measuring sentiment across projects.
-

Project Reporting

View reports on all the metrics on individual projects

- One-click comprehensive date-range Microsoft Word reports with brings all offline and online activity and feedback together instantly:
 - Project Overview
 - Project Performance
 - Project Level of Engagement
 - Project Activity
 - Informative Activities summarised by tool and users
 - Engagement Activities summarised by tool and users
 - Key Topics generated through text analysis
 - Newsletters Sent
 - Registered User Demographic and Activity
 - Offline Notes
 - Top Active and Influential Users
 - High-level project activity summary - great for assessing project traction during the consultation
 - Individual Widget Tool Reports - each feedback widget tool item generates a detailed .csv report which links the users' registration information and segmentation with their feedback.
-

Insights Dashboard: 15 Data Visualisation Tools

The Insights Reporting Dashboard enables you to access key data in ready-to-download graphs about what's happening across your platform as well as individual projects. Data consolidated from the Insights Reporting Dashboard provides you an understanding of how your stakeholders are interacting with your projects.

- Engagement Level by Project Report
- Feedback Analysis – Key Topics and Tags Reports
- Feedback Analysis—Topic Tag Cross Tabulated with Stakeholder Segmentation Reports
- Feedback Analysis - Generate Phrase Clouds
- Newsletter Reports
- Offline User to Registered User Conversion Report
- Projects Activity Report
- Projects by Status Report
- Registered User Age and Gender Report
- Registered Users by Suburb
- Top Active Users
- Top Influencers
- Users – Household Composition
- Users - Segmentation
- Workflow Tasks Reports.

Text Analysis / Feedback Tagging

Utilising the text analysis and tagging tools is an efficient way to analyse your qualitative feedback within Engagement Hub. Create custom feedback topic categories and tags at any time to quickly identify key themes and sentiment. When adding offline feedback or reviewing online feedback, turn qualitative feedback into quantitative data in one click. Tagging of feedback can happen as it is received, so you are not in a mad rush at the end of a consultation. In addition, you can link individual feedback to multiple tags and feedback categories/tag names modified at any time.

Instantly run the following relevant reports via Insights Dashboard:

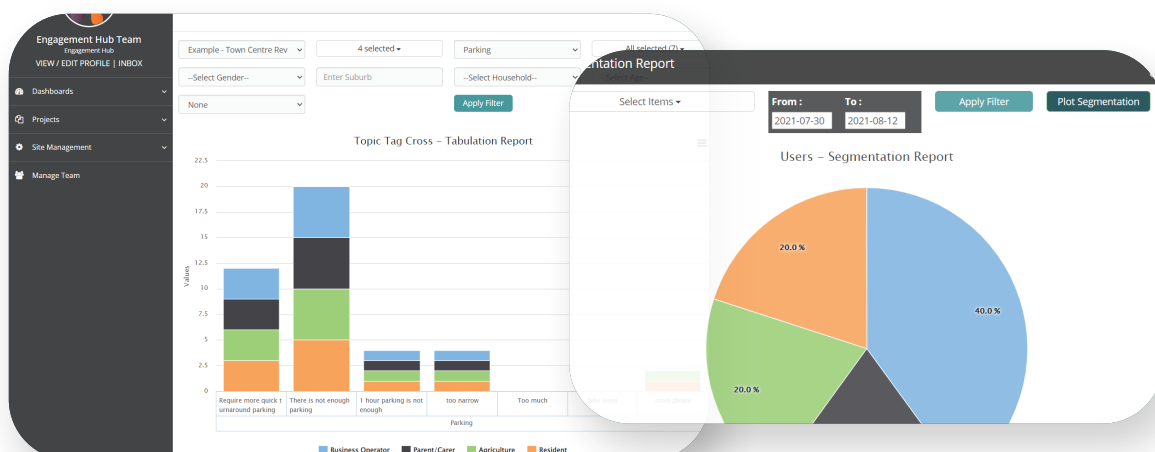
- Feedback Analysis – Key Topics and Tags Reports
- Feedback Analysis—Topic Tag Cross Tabulated with Stakeholder Segmentation Reports
- Feedback Analysis - Generate Phrase Clouds

Governance Audit Trail Reports

Download a detailed activity report on-site and individual projects, including every online and offline action taken on a consultation project.

Stakeholder Relationship Management Reports

Run detailed SRM reports for individual projects and download user profile and history reports.



SECURITY AND COMPLIANCE

Engagement Hub prides itself on our top-level security and compliance. When working with us, you know your data is safe, and your platform is accessibility compliant.

SOFTWARE AND DATA CENTRE SECURITY

Our team adopts the latest in cybersecurity technologies

- Secure Dedicated Data Centre located in Sydney, Australia
- 100% cloud-based solution – no software downloads required
- SSL and TLS are installed on our server so data is encrypted in transit
- Data is encrypted end-to-end with TLS1.3 at the transport layer
- Uptime: We are committed to providing reliable cloud-based software backed by a 99.99% uptime guarantee. The software and server are monitored 24/7
- Backups occur daily to a centralised backup system for storage
- Data stored on a RAID 10 array. O/S stored on a RAID 1 array.

Please refer to our full [security statement](#).

Engagement Hub software is hosted by AWS Managed Services (AWS), leveraging their robust infrastructure to increase the flexibility, reliability, and availability of our application.

AWS Managed Service has certification for compliance with International Organization for Standardization (ISO/IEC):

- 27001:2013 - information security management system, 27017:2015 information security controls applicable to the provision and use of cloud services,
- 27018:2019 - implementing measures to protect Personally Identifiable Information (PII) in line with the privacy principles in ISO/IEC 29100 for the public cloud computing environment
- 9001:2015 - quality management system.

DATA PRIVACY AND PROTECTION

PRIVACY COMPLIANT

We comply with privacy and data protection legislation and regulation, including the Australian Privacy Act 1988, Privacy Regulation 2013, and the Privacy Amendment (Enhancing Privacy).

DATA CONFIDENTIALITY AND INTEGRITY

We do not have access to your data or share it with a third party. Only clients and their nominated project administrators can access their users and data.

ACCESSIBILITY COMPLIANT

100% RESPONSIVE

Built for all devices, browsers and operating systems.

100% ACCESSIBLE

Accessibility Compliant: Tested for WCAG 2.1 Level AA.

LANGUAGE TRANSLATOR

Built-In Language Translator features over 100 languages.

USER AUTHENTICATION

Every site admin, project admin and registered user (participant) have a unique username and password, which they must verify via an email verification process prior to the approval of their account.

USER PRIVILEGES

The software enforces a secure VPN, multifactor authentication (client determined, optional feature), and role-based access.

1. **Site Administrator** (internal in client organisation)- This permission level has complete access to the administration area of the client's Engagement Hub site
2. **Project Administrator / Team Member** (internal in client organisation) - This permission level has access to projects, stakeholders and reporting on projects which the Site Administrator has assigned them.
3. **Registered Users** (external end-user)- These stakeholders have registered, verified their email addresses, and were approved by your site administrator. They have access to their own user dashboard (their profile and activity). This level of user is able to participate in public/open consultations actively.
4. **Non-Registered Users / Visitors** (external end-user) - This user level can view all activity on Public Consultations (Published, Under Review, and Closed). Their participation /feedback opportunities are limited to Quick Polls, Surveys, and voting on Extended Ideas Walls. Their offline feedback can also be recorded within the system.

USERS SIGN IN AND DATA ENCRYPTION

Engagement Hub uses the trust-based, highly secure CakePHP's AuthComponent. Our libraries build any password hash from the combination of its own security hash and security salt. After encryption, it creates 60 characters password hash that cannot be decrypted.

PASSWORD MANAGEMENT, SINGLE SIGN-ON AND MULTI-FACTOR AUTHENTICATION

Administrators must set up complex passwords, including upper/lower case letters, numbers, and symbols. Passwords and keys in KeyStore to manage the identity and security of key files.

PASSWORDS

- Stored in a (one-way) encrypted format.
- Never displayed in clear text.
- Required to be of minimum length
- Revoked after successive invalid attempts.

SINGLE SIGN-ON (SSO)

SSO is available with Facebook, Twitter, Google and Azure.

MULTIFACTOR AUTHENTICATION

The options for 2FA include:

1. A code is emailed to the user's registered email address
2. The user can download an Authenticator App on their phone and a code is sent to the App. If the user selects this method on the first login, they will be required
3. to scan a QR code to obtain the initial one-time code. On future logins, a new code is sent to the Authenticator App.

DATA ENCRYPTION

Data is encrypted in transit, at rest, and on all backups.

Access to Engagement Hub software is only available through secure HTTPS. Data in transit is encrypted over HTTPS protocols. We utilise TLS with the most recent patch level (TLS1.3 at the transport layer) for secure communication protocol.

All data storage is redundant, with redundant databases residing in a private subnet.

MONITORING

Engagement Hub software (including but not limited to computing, operating and network infrastructure) is monitored twenty-four (24) hours per day, seven (7) days per week, three hundred and sixty-five (365) days per year to detect abnormalities, which shall include but not be limited to the application, environmental monitoring, network monitoring, load balancing monitoring, web server and database monitoring, firewall services and intrusion detection.

DATA PORTABILITY

Engagement Hub enables you to export your data from our system in various formats to back it up or use it with other applications external to Engagement Hub.



SELECTING AN ONLINE ENGAGEMENT PLATFORM

Governments and organisations increasingly recognise the importance of online stakeholder engagement and management in enabling more stakeholders to participate in deliberative dialogue. Not only does it result in better transparency and outcomes, but it also improves efficiencies and saves valuable resources. So the question now is not ‘if’ you have a community and stakeholder engagement platform, but ‘which’ platform are you using.

A cloud-based online engagement platform is an enabler to deliver exceptional digital consultation and engagement. Thorough due diligence is paramount to maximise your platform’s success and achieve strong engagement.

When selecting your software provider, you need to assess several key factors such as security, functionality and features and compliance.

However, it’s also important to look at the type of support you will receive, the experience of the company and the flexibility in approach and functionality. A rigid system with add-ons at an extra cost can become costly in more ways than financially. Look for a company that understands genuine engagement and will walk with you to achieve it.

Finally, it’s vital to consider how you will resource your platform and engagement plans and develop a ‘business case’ approach to selection, implementation and ongoing support.

Ask how your software provider can add value and assist you in project setup, customisation and ongoing engagement expertise. This is much more than a technical selection - it needs to be based on an understanding of what’s important for your organisation’s communication and engagement objectives.

Getting value for money is, of course, a vital element, and you need to include lifetime costs as the use of your platform grows. It would help if you also considered hidden extras for added administrators or private projects at the selection stage.

Ask these key questions when considering which platform to choose

Support and Advice

- What level of support is included with your software licence?
- Does the business provide additional expert stakeholder engagement services?

Functionality and Features

- Does the platform meet your objectives?
- Is there an array of versatile tools available to suit different types of consultations?
- Is a stakeholder management tool built in?
- How collaboratively does the business work with clients to develop new features? And request the development changelog.
- How frequently are new features deployed?
- Does the platform provide value for money?

Security and Data Security

- How robust are the security infrastructure and practices put in place?
- Who has access to your user data and how is it encrypted?
- Is your platform hosted in a secure data centre in Australia?
- Is the installation of SSL/TLS Encryption included within your licence fee?

Compliance and Accessibility

- Is the platform compliant with government privacy legislation and regulation?
- Does the platform comply the global web accessibility protocol with WCAG 2.1?
- Is there a built-in language translator to enable participation by all stakeholders?



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