

## Services

**We create strategies and solutions to improve the wellbeing and quality of life of stakeholders. We make a difference to communities through collaboration in decision-making, partnership and engagement.**



Strategic Communications Advice



Indigenous Engagement



Community and Stakeholder Engagement



Complex Stakeholder Problem Solving



Land Access and Acquisition Negotiations



Media and Issues Management



Digital Engagement



Workshop Facilitation

## Manage

Our team has an outstanding track record in designing and managing 'fit for purpose' stakeholder and community engagements plans that aligns with our clients' strategic needs.

We are leaders who are innovative, reliable, trustworthy and practical – a team that gets the job done efficiently, effectively and to best practice standards.

## Engage

We have an approach that is responsive to local needs, with our team experienced in working with representatives from State and Federal governments, infrastructure agencies, industry groups and private sector businesses.

We offer:

- Strategic Communications Advice
- Indigenous Engagement
- Community and Stakeholder Engagement
- Complex Stakeholder Problem Solving
- Land Access and Acquisition Negotiations
- Facilitation of Workshops, Community Reference Groups and Other Forums
- Media & Issues Management
- Online / Digital Engagement

## Partner

Our expertise is sought after by government, utility, environmental, commercial and industrial sectors, along with large private corporations throughout Australia.

We partner with organisations across 16 government and private sectors and eight regional locations to create better places and outcomes for the community.

We form part of our clients' integrated teams and grow strategic partnerships in an open, collaborative and cohesive way.

**Why are we different? It is our people. The clients we work with. The way we work. We love the complex. We work across all sectors to create strategies and pathways to provide solutions. We always collaborate with our clients and our community to achieve a positive outcome.**



As part of our expanding Advisory service offering, TSA has established a highly experienced and innovative communications and stakeholder engagement team.

Our team of communications and stakeholder engagement professionals are committed to working collaboratively with stakeholders and establishing a genuine relationship with the communities in which we work.

## Our Approach.

In achieving our objectives, we use an innovative and specifically tailored approach in partnership with our clients, designed to achieve measurable and definitive outcomes that will inform the outcome of the project.

We will:

- Partner with the client project team to cut through the 'noise', bringing fresh perspective and rapid outcomes
- Define and articulate strategy and objectives to support well prepared, highly focused, planned and a proactive approach
- Develop and implement successful engagement programs, locally and regionally
- Listen to clients' needs and use the right engagement tools to reach all stakeholders – traditional and digital

- Clearly focus on community-based stakeholders – personalise approach to issues management and communication which cannot be delivered through standard customer systems
- Define clear roles, responsibilities and accountability
- Provide the right people with the right expertise for your project
- Identify risk and develop management strategies for mitigation which are reviewed as part of daily operations
- Provide media and issues management solutions
- Implement regular client reviews and proactive feedback sharing
- Be responsive to dynamic project environments because things can change quickly!

## Our Commitment to Reconciliation.

Our vision for reconciliation is a future where Aboriginal and Torres Strait Islander people's cultures, knowledge and connection to land and waters is respected and upheld. TSA will leave a positive legacy for those who live in the communities we help create. This will be achieved by acknowledging, engaging and partnering with Traditional Custodians.