

1. Record Nr.	UNINA9910137640403321
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Titolo	The dilemmas of engagement : the role of consultation in governance / / Jenny Stewart
Pubbl/distr/stampa	Canberra, Australian Capital Territory : , : Australian National University E Press, , 2009
ISBN	1-921536-83-7
Descrizione fisica	1 online resource (98 pages)
Collana	Australia and New Zealand School of Government (ANZSOG)
Disciplina	303.69
Soggetti	Political planning - Citizen participation Political participation
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references.
Nota di contenuto	Table of Contents; Jenny Stewart; Acknowledgments; Introduction; 1. 1. Conceptualising engagement; Engagement and power; Metaphors of engagement: ladders or stars?; Who to engage?; Community; Involved stakeholders; Powerful interests; Other government agencies; Summing up; 2. 2. Why engage?; Addressing deficit one: articulating preferences through deliberation; Addressing deficit two: revisiting representation; Addressing deficits three and four: holding public agencies accountable; Are democratic deficits overplayed?; Why engage? The policymaking perspective; Improving information flows Enhancing diversity Early warning of problems; Tapping into community resources; Greater problem-solving capacity; Problem solving through enhanced learning; Political management; Summing up; 3. 3. The 'how' of engagement: contexts and achievements; Consultation; Information exchange; Photographs; Storytelling and anecdote; Electronic networking; Fusing ideas and support; Deliberative forums; Dealing with conflict; Negotiated agreements; Committees of inquiry; Creating participatory governance; Partnerships in service delivery; Multi-actor (participatory) policy making; Participatory budgeting The role of public servants Summing up; 4. 4. What works for managers? Case studies from the field; Consultation for regulation; Formal and informal channels of consultation; Public and non-public consultation; Managing the politics of consultation; Managing multiple

streams; Participatory decision making: natural resource management; Using the right language for engagement; Consultation as learning: the role of parliamentary committees; Speaking to government, speaking to constituents; Managing expectations; Summing up; 5. 5. Improving consultation practice

Consultation and the seven bureaucratic sins Dealing with the silos; Murdi Paaki; Centrelink's Murray-Darling Basin Project; Consultation when the news is bad; The Traveston Crossing Dam; How could this process have been better managed?; School closures in the Australian Capital Territory; How could this process have been better managed?; Local government amalgamations in Queensland; How could this process have been better managed?; Rural and Remote Area Health Services in Western Australia; How could the process have been better managed?; 'We arranged a consultation and no-one came' How could the process have been better managed? We could not get political 'buy-in'; How could the process have been better managed?; Summing up; 6. 6. Risks, opportunities and challenges; Understanding context; What's your motivation?; Operational risks; Engagement and program implementation; Networking; Collaboration; Co-production; Challenges; Flexibility; Inclusion; Language; Settings; Control; Summing up; 7. Conclusion; Bibliography
