

Reporting back: what we heard, what changed, what could not, and why

A short, accessible record for the people who gave input: what they said in their words, what changed because of it, what could not change and why, and what happens next with a named contact.

Why it matters

DSD's engagement review found that people rarely learned what happened after they gave input. Closing that loop is the difference between engagement and extraction.

Content

What we heard. Summarize the main themes in plain language, using participants' own words where you have permission. Do not identify anyone.

What changed. List the decisions or designs that changed because of the input, specifically.

What could not change, and why. Be direct. If a rule, budget, or law prevented a change, say which one and who owns it.

What happens next. Dates, the next chance to influence the work, and a named person people can contact.

How to share it. Use the same languages, formats, and channels the engagement used. Send it to the partners who helped convene, and ask them to pass it on.

Keep it short. One page is usually right. Link to more if people want it.

Next steps

- **Engagement that shares influence** — program page </library/ja-engagement-influence-ladder>
- **Plain language and accessible documents** — program page </library/ja-plain-language>

Practice paths this supports

- Community engagement or co-design effort