

Listening sessions are done. Now what?

Area of work: Community engagement and co-design

The situation

A DSD team completed listening sessions with families and providers. The notes are rich. The team is unsure what to send back and worries about promising things it cannot deliver.

What to notice first

- The report-back is the part most often skipped, and the part that builds trust.
- Honesty about what could not change is more valuable than vague promises.
- Participants' words carry more weight than a summary, with permission and no identification.

Questions to ask before acting

1. What changed because of the sessions, specifically?
2. What could not change, and which rule, budget, or law is the reason?
3. Who is the named contact, and when is the next chance to influence the work?

Practical next moves

- **Reporting back** — program page [/resources/ja-report-back](#)
- **Plain language and accessible documents** — program page [/resources/ja-plain-language](#)

Who to involve

The program owner approves the report-back. Send it in the languages, formats, and channels the sessions used.