

## Conversation Guide

### Aim

- The purpose of this community action conversation guide is to build support and positive exposure for the Uluru Statement from the Heart and objectives it calls for.
- To educate members of the community in ways that make the content accessible, raise awareness, build understanding about the importance of the key objectives of the Uluru Statement – Voice, Treaty and Truth and support for the movement.

### How conversations can lead to positive actions...

- **Respectful** – engagements are essential to building positive engagements with the campaign. Be respectful of diversity. The people you will speak with may have a range of personal, political, cultural experiences and viewpoints, so speak in ways that respect diversity. Be respectful in all the ways that you communicate with people. Smile, be considerate of their time and polite even if people are dismissive.
- **Informative** – familiarise yourself with the content of the factsheets and discussion prompt documents at <https://reconciliationnsw.org.au/constitutional-reform/>
- **Action** – based on the interaction you have, if people express interest propose actions they can take to demonstrate their support and grow the movement
  - A selfie with the Uluru placard, sign the petition and pledge, follow key groups on social media, read through the information and continue to share and show your support

### Conversation Guide

#### Stage 1: Politely initiate an interaction...

“Hi how are you?” “Do you have a brief moment to chat?”

#### Stage 2: Introduce yourself and the Uluru Statement from the Heart

“My name is .... And I’d like to speak with you about the Uluru Statement from the Heart, have you heard of it?”

**If no:** Provide the person with a brief introduction and refer them to the Uluru Statement and factsheets

“Here is a copy of the Uluru Statement with further information.”

“The Uluru Statement from the Heart came from an unprecedented national Indigenous dialogue to determine how Aboriginal and Torres Strait Islander peoples want to be recognised in the Constitution.”

“It proposes to change the constitution to ensure that Aboriginal and Torres Strait Islander peoples are consulted about decisions made about them.”

**Work towards taking them to stage 5 – Propose an action**

**If yes:** Explore some of the other key topics such as the key objectives the Uluru Statement seeks to achieve and action they can take to demonstrate their support

“That’s great you’ve heard of it! I’m with a group of volunteers talking to people about how they can take action to demonstrate their support...”

**Note:** The person may already be involved, have a story to share, and or have specific actions that they are already taking make sure you listen if they have something to contribute prior to moving to **Stage 5** propose an action.

**Stage 3: If the reaction of the person is supportive bring the conversation to stage 5 and propose an action**

**Stage 4: Tips on managing difficult questions and/or negative responses**

- In the event that someone has a negative response be sure to take care of your own well being first. If you need to refer them to someone else in the team then that is fine.
- If you feel comfortable continuing to engage with the person, do so respectfully. Listen to what the person wants to share and respond in ways that make the person feel heard, but also ensure that any necessary clarifications are made.
- Stick to the key messaging e.g. *“it is essential that First Nations people have a say in the policy matters that affect their lives. This is the goal of a First Nations Voice to parliament embedded in the Constitution”*.

**Stage 5: Propose an action**

- 1) Will you help us raise awareness by getting a photo with this placard?

**If yes:** take the photo, ask the person to post it with the hashtag **#UluruStatement**

Will you take a placard and help us get a few more photos of family, friends and workmates up on social media?

- 2) Will you become a supporter? Encourage your friends and family to sign up online at [UluruStatement.org](http://UluruStatement.org) and [FromTheHeart.com.au](http://FromTheHeart.com.au)

- 3) Follow us on our social media channels and follow the campaign

**Stage 6: If they are supportive, propose an action for them and try and get their contact details so that they can stay connected. Then thank them and move on.**

**Note:** It’s important to be efficient and effective in our community engagements so that we can have quality interactions and reach as many people as possible.