

Capability statement 2026

Communication | Engagement | Training | Creative | Data

**The community specialists
in planning, development
and infrastructure.**



articulous.com.au



Infrastructure | Transport | Energy | Planning | Housing | Major developments

We don't just do communication and engagement. We write the standards others have to follow.

Why Articulous

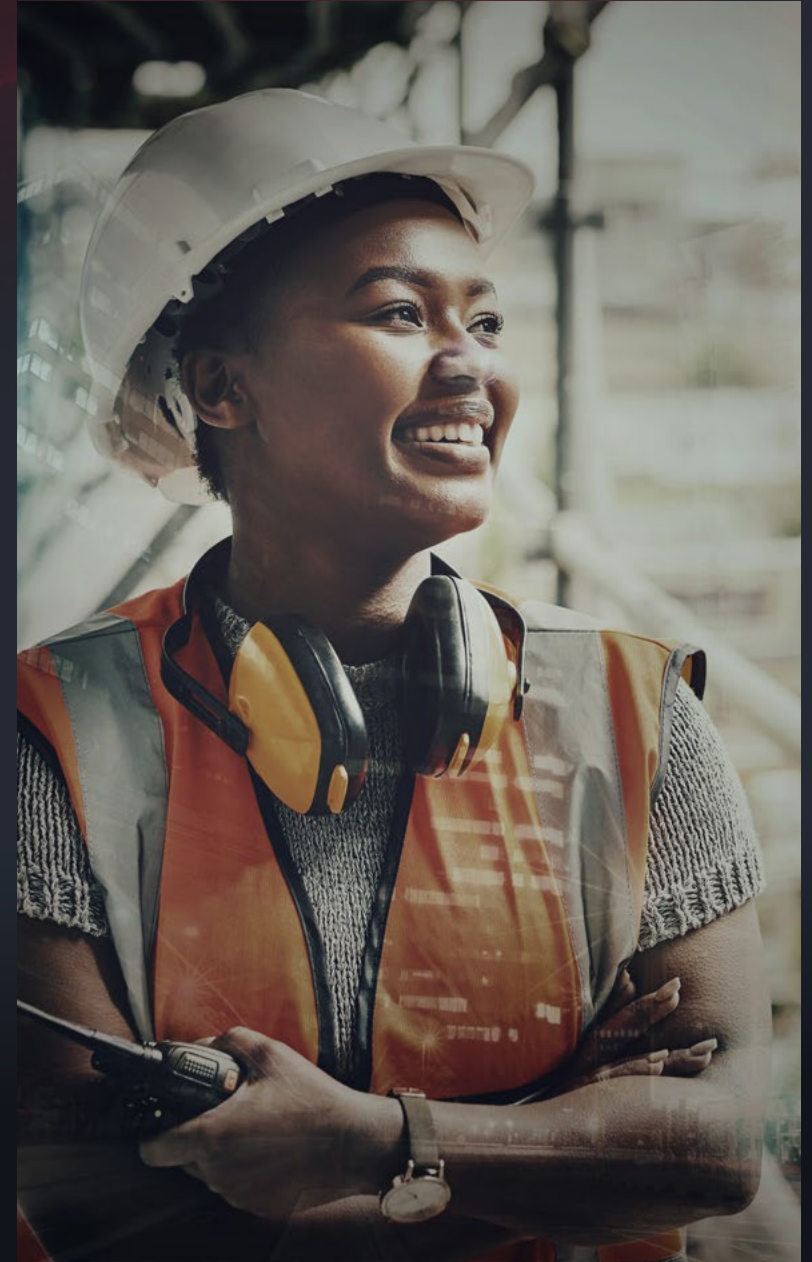
Articulous is an international award-winning communications and engagement consultancy, widely recognised for helping clients navigate complex projects and challenging environments. We are often called upon to support projects that are high-profile, controversial, time-sensitive or critical.

Working across infrastructure, transport, energy, planning, housing and major development, we help project teams build confidence, manage risk and create the conditions needed to move projects forward.

Our multidisciplinary team combines communication, engagement, social impact, facilitation, community relations and design (print and digital) to support projects from planning through to and approvals, construction and benefit realisation.

We build trust and manage issues so clients can build project confidence across every stage of the project life cycle.

From major infrastructure investments to city-shaping initiatives, we bring practical expertise, trusted advice and a proven track record helping clients tackle the projects that matter most.

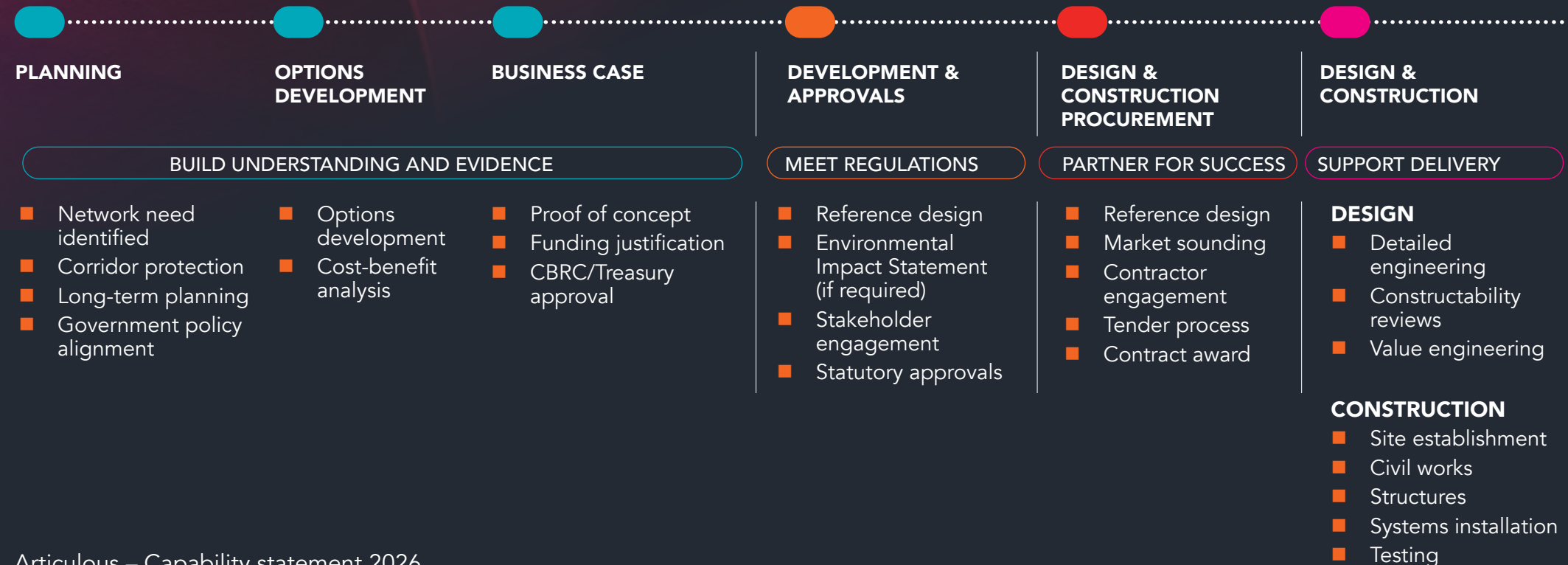




Done well, community engagement and communication can build trust so you can build with confidence.

From early planning and business case development to delivery, disruption and long-term operation, we help infrastructure projects lead in every stage.

Project requirements





Client benefits

Build understanding and evidence

PLANNING OPTIONS DEVELOPMENT BUSINESS CASE

Helping clients define the need, understand impacts, refine the need and build public confidence in investment decisions.

- Community and stakeholder research
- Business case engagement
- Social impact
- Evidence gathering
- Strategic communications
- Regulatory engagement
- Community engagement
- Landholder engagement
- First Nations engagement
- Social impact assessment support
- Issues management

Client benefit:

Stronger business cases, clearer decision-making and greater investment confidence.

Meet regulations

DEVELOPMENT APPROVALS

Helping projects navigate approvals, scrutiny and stakeholder expectations.

- Landowner and neighbour engagement
- Issues and crisis management
- Project branding
- Strategic communications
- Social impact assessments
- Regulatory consultation

Client benefit:

Earlier risk identification, improved stakeholder confidence and clearer pathways to approval.

Partner for success

DURING THE BID

Partnering with teams to projects navigate approvals, scrutiny and stakeholder expectations.

- Contractor on bid teams
- Engagement plans
- Stakeholder analysis
- Social benefits approach
- Comms / creative

Client benefit:

Boost Stakeholder capability, increase competitiveness, better non-price criteria scores, comfort for government.

Support delivery

DESIGN AND CONSTRUCTION

Helping projects maintain trust and momentum during periods of disruption and change.

- Construction communications
- Community relations
- Complaint management
- Media and issues management
- Project branding and collateral
- Independent review / support
- Place activation
- Legacy communications

Client benefit:

Reduced project risk, stronger relationships and improved community acceptance during delivery.



We think big and deliver bigger.

Global firsts in communication

- The world's first digital evaluation system for community and stakeholder engagement
- The world's first IP around strategies for complex engagement
- Co-developed core elements of the international standards for community engagement.

Leaders who have delivered Australia's:

- Largest community engagement project ever run in Australia
- First computer-generated avatar to map community values
- First community engagement program to engage more than one in five households
- Award-winning disaster resilience and recovery projects across all levels of government and with community
- First small business disaster resilience hub
- Only annual national poll to track public sentiment on community engagement.

Experts in connecting with local people

- The go-to-market communications agency for some of Australia's largest companies
- Engaging in live conversations with one person every seven minutes of every working hour
- Sought-after facilitators for contentious and controversial topics
- Master facilitators for deliberative democracy, enquiry by design, co-design and citizen juries
- Trusted advisors for all levels of government and businesses in Australia.





We specialise in...

Building trust so you can build with confidence.

Trust is built through the way a project is planned, communicated and delivered. Here are some of the sectors we know and the projects that show our experience in action.

Transport and infrastructure

Helping communities and decision-makers navigate major investment, change and opportunity. Our experience includes working closely with the Department of Transport and Main Roads to develop their engagement framework and workforce strategy for Brisbane 2032. Also includes Brisbane's Cross River Rail precincts, the Port of Brisbane, Sunshine Coast Mass Transit and the Logan to Gold Coast Faster Rail project.

Major projects, property and planning

Building understanding and support for city and region shaping developments, transport infrastructure, sporting precincts, housing and complex planning decisions. Our experience includes the Queensland Government's Community Engagement Toolkit for Planning, planning schemes with multiple SEQ councils, South Bank Parklands, Northshore Hamilton and Southern Thornlands Priority Development Area.

Olympics

Supporting planning infrastructure, precincts and legacy initiatives that create lasting value. We are helping governments and organisations shape Brisbane 2032 priorities through legacy plans, roadmaps, leadership forums and working groups across Queensland.

- Elevate – Brisbane 2032 Olympic and Paralympic Games Legacy Plan and Forum
- Brisbane 2032 Olympic Games Legacy CEOs and Operations Forums – Brisbane City Council
- Marking your Mark Legacy Plan – Brisbane City Council
- Games Legacy Roadmap and Forum – Logan City Council
- 2032 Ipswich Legacy Working Group – Ipswich City Council
- Legacy Review Planning – Committee for Brisbane



Water and energy

Supporting the transition to more secure, sustainable and affordable systems through clear communication, meaningful engagement and a strong focus on community benefit. We have engaged thousands of people face to face on renewable energy projects and the energy transition in partnership with major energy providers and government.

Disasters, climate and resilience

Helping communities, businesses and governments prepare for flooding, drought, climate change and other disruptions. We supported the rollout of the Australian Warning System in Queensland, created practical crisis management resources for businesses and delivered an federally funded award-winning initiative to strengthen disaster resilience in First Nations communities.

Government, economic development and digital transformation

Turning policy, service reform and innovation into practical outcomes people can understand and champion. We help organisations plan with purpose, support businesses through change and create smarter, more accessible services.

Health and aged care

Co-designing services, policies and experiences that respond to real needs. Our work spans genomics, translational and preventative health, mental health, aged-care, hospitals, service delivery and policy reform.



Across every sector, we combine specialist knowledge with a deep understanding of people, helping you make better decisions, strengthen relationships and build the confidence to move bold projects forward.



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