

## Coastal Futures: Planning Our Changing Coastline

### Stakeholder Engagement Strategy – Revised Stakeholder Engagement in response to Covid-19 Social Distancing

Table 1: Stakeholder Engagement: The Way Forward for Coastal Futures: Planning Our Changing Coastline

|                                  | Phase 3<br>Assess<br>Hazards   | Phase 4<br>Identify assets   | 5 Assess Risks  | 6 Identify options  | 7 Evaluate options  | Hold Point | 8 Develop strategy |  |
|----------------------------------|--|--|---|---|---|------------|--------------------|--|
|                                  | Purpose: launch CHAS + build awareness   | Purpose: capture local values + identify special places /assets  | Purpose: develop consequence scale + undertake risk assessment  | Purpose: scope adaption options + build awareness   | Purpose: test socio-economic assessment assumptions and findings + prioritise options |            |                    | Purpose: develop draft strategy + change management plan |
| Completed Community Engagement   | <ul style="list-style-type: none"> <li>✓ Broad community – via Engagement Hub, static displays, pop up events, values survey, media</li> <li>✓ Key stakeholder Group workshop</li> <li>✓ Councillor briefing</li> <li>✓ Technical Working Group meeting</li> </ul> | <ul style="list-style-type: none"> <li>✓ Key stakeholder Group workshop</li> <li>✓ Councillor briefing</li> <li>✓ Technical Working Group meeting</li> </ul> | <ul style="list-style-type: none"> <li>✓ Key Stakeholders Group workshop (combined Phase 6 and 7)</li> <li>✓ Councillor briefing</li> <li>✓ Technical Working Group meeting</li> </ul>  |   |   |            |                    |  |
| Outstanding Community Engagement | <ul style="list-style-type: none"> <li>○ Indigenous consultation</li> </ul>  | <ul style="list-style-type: none"> <li>○ Broad community – via Engagement Hub, updates and factsheets</li> <li>○ Indigenous consultation</li> </ul>          | <ul style="list-style-type: none"> <li>○ Broad Community - via Engagement Hub, updates and factsheets</li> <li>○ Key stakeholders</li> <li>○ Councillors – briefing package and videoconference</li> <li>○ Technical Working Group</li> <li>○ Indigenous consultation – project updates and teleconference</li> </ul> | <ul style="list-style-type: none"> <li>○ Broad community – community panel or alternative.</li> <li>○ Broad community – 28 day public notification</li> <li>○ Key stakeholders</li> <li>○ Councillors (2 briefings) – briefing material and videoconference</li> <li>○ Technical Working Group (2 meetings)</li> <li>○ Indigenous consultation</li> </ul> |   |            |                    |  |

**Table 2: Detailed Pre-Covid-19 approach and recommended updated approach**

**Phase 5 – Assess Risks and Phase 6 – Identify Options**

*Engagement Objectives (from endorsed Phase 1 Stakeholder Engagement Strategy)*

| Stakeholder            | Engagement Purpose  | Pre-COVID-19 approach  | Recommended approach Post-COVID-19   |
|------------------------|---|--|--|
| <b>Broad community</b> | Broad engagement to keep the community informed about project status and key technical and engagement findings. | Engagement Hub inputs – regular updates including fact sheets and Phase 5/6 key stakeholder workshop responses<br><br>Timing: April/May 2020 | Engagement Hub inputs as per pre-COVID approach with timing dependent on broader organisational approach to key messaging.<br><br>Timing may not be right to release any information at this point. It may be worth exploring two steps of communication. <ol style="list-style-type: none"> <li>1. Soft messaging in light of COVID that engagement is being reviewed and then outline the agreed approach and timing moving forward.</li> <li>2. Feedback to the panel to advise ‘where things are at’ and the proposed course of action, once known.</li> <li>3. Release Phase 5/6 summary material through the Engagement Hub in approx. May/June if COVID settling has occurred.</li> <li>4. <i>Alternatively, this material can be released broadly as part of Phase 8 to ‘tell the story’ of risk and adaptation and seek input at that point.</i></li> </ol> |
| <b>Indigenous</b>      | Consult with traditional owners and indigenous stakeholders about the project, and to identify coastal values   | Various face to face meetings and workshop with Indigenous groups<br><br>Timing: April/May 2020  | Whilst some discussions may still take place, via teleconference with particular groups, these will just be project updates and confirmation about future face to face engagement that will occur, and when (once timing is eventually known).   |

## Phase 7 Evaluate options

### Engagement Objectives (from endorsed Phase 1 Stakeholder Engagement Strategy)

- Inform Internal Council Stakeholders (Key Groups) of project outputs including the socio-economic appraisal of adaptation options.
- Involve these stakeholders in formulation of recommended adaptation options.
- Community Panel

| Stakeholder                    | Engagement Purpose  | Pre-COVID-19 approach   | Recommended approach Post-COVID-19  |
|--------------------------------|---|---|---|
| <b>Councillors</b>             | Councillor update (new Council) and work to date, MCA and CBA criteria and focus. In addition, confirming Community Panel approach.   | Councillor Workshop in Hervey Bay Council Chambers<br><br>Timing: Early May 2020  | Briefing package to be provided to the Councillors.<br>Offer of a one-on-one videoconference meeting with the consultants for any of the new Councillors that would like an update.   |
| <b>Technical Working Group</b> | Confirm Multi Criteria Analysis MCA and CBA criteria / focus  | Internal Technical Working Group (TWG) Meeting in Hervey Bay<br><br>Timing: Early May 2020  | TWG Meeting via videoconference (Microsoft Teams or preferred alternative)<br><br>Timing: May/June 2020   |
| <b>Broad Community</b>         | Ensure that broad community input, reflective of the region's demographic, locational, and cultural backgrounds is obtained. In particular, Council sought a deliberative democracy focus to ensure that complex elements of the project can be understood by a cross-section of the community in order to inform and support decision-making | Running a Community Panel over three weekends in May/June 2020. Full day workshops each weekend (one of these involving a bus tour).<br><br>Timing: May/June 2020 | <b>Hold on Community Panel</b><br>Whilst online options are available to support some engagement with the nominated community panel representatives (options presented at the end of this document), this would not be able to support the preferred deliberative democracy approach or format.<br><br>Therefore it is recommended to place a hold on the panel and reassess at the project hold point (after Phase 7) and consider options for either:<br><br><ul style="list-style-type: none"> <li>- Holding the panel during August 2020 (though timing will be tight with September 2020 deadline)</li> </ul> OR<br><ul style="list-style-type: none"> <li>- Holding the panel after the LGAQ-funded component of the project (i.e. after September 2020) which would require complete Council support of the panel process</li> </ul><br>Continue with Engagement Hub inputs – regular updates including fact sheets. |

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| <p>Key Stakeholder Group</p> | <p>Key stakeholder feedback on draft strategy – engagement purpose shifted with COVID-19 response.</p> | <p>Key Stakeholder Workshop – face to face workshop session<br/>Timing: Mid June 2020</p> | <p>This workshop was intended to be held at Phase 8 and following the Community Panel. However, in order to progress Phase 6 finalisation and Phase 7 technical work, a key stakeholder workshop at this point is recommended.</p> <p>The workshop format will need to be shifted to an Interactive webinar/video conference — where people can watch and make comments/ask questions. Include a question log before the session. This would need to be limited to 1hour.</p> <p>Use of mentimeter will also help with the interactivity <a href="https://www.mentimeter.com/">https://www.mentimeter.com/</a></p> <p><b>And</b></p> <p>Email draft option, the socio-economic appraisal findings and a ‘snapshot’ out directly to all key stakeholders on the stakeholder list, and attendees of sessions. This will also help to capture businesses.</p> <p>Issue a personal thank you to each of the key stakeholder participants</p> <p>Timing: Early /Mid July 2020</p> |
|------------------------------|--|---|--|

**HOLD POINT – All of Phase 3-7 technical work completed, and a framework for Phase 8 strategy prepared**  
Hold point occurs at **August 2020** – this will allow for Phase 8 engagement to be considered.

## Phase 8 CHAS development, implementation and review

### Engagement Objectives (from endorsed Phase 1 Stakeholder Engagement Strategy)

- Inform stakeholders of how their input and feedback has influenced the project outcomes (from previous engagement activities).
- Inform stakeholders of draft recommended adaptation options and implementation strategies.
- Consult with stakeholders to refine draft recommended adaptation options.

|   | Engagement Purpose  | Pre-COVID-19 approach   | Approach if COVID-19 restrictions remain   |
|---|---|---|--|
| Technical Working Group                 | Internal Council workshop to discuss strategy approach              | Internal Technical Working Group (TWG) Meeting – face to face<br>Timing: Mid June 2020  | TWG Meeting via videoconference (Microsoft Teams or preferred alternative - Teams may allow for easier facilitation)<br>Timing: July/August 2020   |
| Councillors                             | Discuss Draft Strategy and endorsement prior to public notification | Councillor workshop draft strategy<br>Timing: Mid June 2020   | Update provided by briefing material<br>Timing: July/August 2020   |
| Indigenous                              | Feedback on adaptation options and draft strategy inputs            | Meetings with Traditional Owner groups were intended to occur   | Depending on preferences established in the previous phase – TBC.<br>Offer of a further face to face meeting at a later date   |
| Broad Community / Key Stakeholder Group | 28 Day Notification Period – feedback on the draft strategy         | Broad engagement had not been planned in detail, due to Community Panel.<br>General activities would have included <ul style="list-style-type: none"> <li>- Engagement Hub and social media updates providing access to the strategy online and fact sheet/summaries</li> <li>- Library and other public area displays</li> <li>- Community drop in sessions</li> <li>- Social media posts and media releases to support engagement</li> </ul> Timing: June-July 2020 | In order to meet the current LGAQ timeframes, broad engagement would need to be finalised no later than end of August 2020. Given the likely event that social distancing is still required in July/August, it would be ideal if timing for this notification period can be flexible. It is understood that a timeframe extension is being sought from LGAQ.<br><br>If LGAQ do not extend, alternative activities to consider are:<br><br>Continuing to use the Engagement Hub to support the presentation of the strategy's key elements, most likely broken down by locality, with opportunities for feedback.<br><br>Options, which will depend on available budget, could include: |

|                                |   |   |  |
|--------------------------------|---|---|--|
|                                |   |   | <ul style="list-style-type: none"> <li>• Narrated powerpoint presentations explaining key aspects of the strategy.</li> <li>• Simple ‘plan on a page’ fact sheet for people to comment on – one for each locality and one for the region. This can be in hard copy or online. When read online it can be provided along with a feedback option. When provided with hard copy there can be a feedback card provided to capture responses. These plans will be supported by easily accessed technical information and engagement findings from early phases.</li> <li>• Use of a purpose-built strategy access tool (this would be able to be linked via the Hub). Example only: <a href="https://harvestdp.com/our-products/civdocs">https://harvestdp.com/our-products/civdocs</a></li> </ul> <p>Timing: Extended timeframe of 6 weeks from mid-July to end of August 2020</p> |
| <b>Councillors</b>             | Councillor workshop to confirm/endorse final strategy   | Councillor Workshop in chambers to discuss Draft Strategy feedback<br>Timing: August 2020 | <p>Videoconference at the Council meeting via preferred tool (Zoom or Lifesize are possibilities). Will be discussing online engagement findings and strategy updates.</p> <p>Timing: August/ September 2020</p>   |
| <b>Technical Working Group</b> | Internal Council workshop to finalise strategy and confirm implementation strategy and change management plan | Internal Technical Working Group (TWG) Meeting – face to face<br>Timing: August 2020      | <p>TWG Meeting via videoconference (Microsoft Teams or preferred alternative - Teams may allow for easier facilitation)</p> <p>Timing: Early September 2020</p>  |

**Community Panel Alternative:** if there is a preference to run an online community forum using those people who have nominated already:

**Participants**

The database of contacts that have registered an Expression of Interest will be utilised to stratify and randomly select 40 people. These packs could be issued directly to those people who registered their interest to take part in the panel, and via other contact databases, along with being available on the Engagement Hub.

**Information packs and discussion forums**

Prepare information and resource packs so that people can easily absorb the technical information available and prepare informed feedback to outline views on adaptation options. Narrated powerpoints can also support this.

**Online forums and feedback opportunity**

Online discussion forums and either a poll or feedback requests (via Engagement Hub) over 2 x 2-4 week periods:

**First round**

The first poll or feedback request could be focused on understanding consequence and checking 'tolerance' for specific localities based on short risk narratives for each area. Feedback from the recent key stakeholder workshops can also be provided to 'vote on'

**Second round**

The second poll or feedback request could be focused on adaptation. This could involve a poll about the 'pathways' and adaptation hierarchy, and/or showing examples for each of the localities and having people either vote or add feedback