



# Broome Townsite Coastal Hazard Risk Management and Adaptation Plan (CHRMAP)

Community and Stakeholder Engagement Strategy

June 2016

**Document ID:** PG 2016/716-383 Broome, Coastal Hazard Risk Plan, Baird-Tender/7 Final Documents/1 Lodged/Stakeholder Engagement/FINAL Community Engagement Strategy 07.06.16.docx

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2	10.05.16	Draft	Jessica Black		Cath Blake-Powell	
3	03.06.16	Final Draft	Jessica Black		Cath Blake-Powell	
4	07.06.16	Final	Jessica Black		Cath Blake-Powell	

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# 1. Introduction

The Project Consultant Team (Baird Australia, TPG Town Planning, Urban Design and Heritage (TPG) and Marsden Jacob Associates) has been appointed by the Shire of Broome ('The Shire') to undertake a Coastal Hazard Risk Management and Adaptation Plan (CHRMAP) for the Broome townsite area.

This Community and Stakeholder Engagement Plan (CSEP) seeks to ensure that the community and stakeholders are informed and are actively and effectively engaged throughout the CHRMAP process.

The purpose of this CSEP is to:

- Provide an understanding of the purpose and intent of the CHRMAP;
- Define the project structure, key roles and responsibilities of the Consultant Team and the Shire along with communication protocols;
- Establish guiding communication and engagement objectives;
- Identify key project stakeholders;
- Establish an appropriate community engagement approach, tools and techniques;
- Outline the engagement and communications schedule;
- Acknowledge political sensitivities and provide an approach to dealing with user group conflict; and
- Establish a feedback mechanism.

The CSEP has been presented to the Project Steering Committee for consideration prior to commencing the community engagement process.

## 2. Project Background and Scope

The Shire of Broome has recently completed a Coastal Vulnerability Study (CVS) for the townsite of Broome, which identified that portions of the townsite are at risk from coastal hazards, namely inundation and erosion, over a 100 year planning timeframe. In accordance with State Planning Policy 2.6 – State Coastal Planning Policy (SPP2.6), areas at risk of being affected by coastal hazards require a Coastal Hazard Risk Management and Adaptation Plan (CHRMAP).

The CHRMAP will utilise the outcomes of the CVS to:

1. Inform key stakeholders and the Broome community about the coastal hazard risks identified in the CVS;
2. Undertake a widespread stakeholder and community engagement program that will identify the values of various coastal assets, inform the tolerance of the identified coastal hazard risks, identify potential adaptation options to address the risks and indicate the level of support for these options; and
3. Produce a Broome Townsite CHRMAP in accordance with the Western Australian Planning Commission's (WAPC's) CHRMAP Guidelines, to be adopted by Council.

The extremes of Broome's tides continue to shape the town and the lives of its residents. From daily fishing times, to the historic and recurrent flooding of the Sun Pictures - residents have a connection and respect for the water and the changes in tide levels. Therefore, the community's involvement in this project is crucial to its success - not only because the outcomes of the CHRMAP are likely to be of significant interest to stakeholders, but also because of this community's strong connection to the coast.

The CHRMAP will inform the community about potential risks; identify community and cultural values and the social value of environmental assets as well as key coastal infrastructure and assets; and provide a clear pathway for the Shire of Broome and partners to address coastal hazard risks over time. Ultimately, the CHRMAP will guide investment decisions by the Shire in terms of the location and maintenance of coastal infrastructure, and provide guidance for the development of statutory planning controls

### 3. Purpose and Objectives

Community and stakeholder engagement has a number of identifiable benefits that can be realised during the course of this project. In summary, community and stakeholder engagement:

- Encourages local communities and stakeholders to express their views;
- Fosters a sense of community cohesion;
- Enables the acquisition of local knowledge;
- Creates a mutual sense of ownership and shared responsibility for the process and the outcomes achieved;
- Has the ability to achieve outcomes that are reflective of the aspirations of the community and stakeholders;
- Can assist in producing quality outcomes that are practical, relevant and can be effectively implemented; and
- Has the ability to help manage expectations and allay fears of the unknown and possible change in circumstances.

The following objectives will guide the ongoing consultation and engagement elements of this project:

- Encourage the participation of everyone affected by or interested in the CHRMAP;
- Create an encouraging and supportive engagement environment;
- Ensure information regarding the CHRMAP process is easily accessible and understood;
- Foster an appreciation and understanding of varying views and needs with respect to the CHRMAP;
- Facilitate the building of social capital and functional relationships between different stakeholders;
- Ensure an open, transparent and accountable community and stakeholder engagement process is undertaken;
- Allow sufficient time to participate and engage in the CHRMAP process;
- Provide a consistent approach to community and stakeholder engagement;
- Ensure the communication and engagement expectations of the community and stakeholders are managed and guided in accordance with the CSEP; and
- Provide the community with feedback, whilst respecting the privacy and confidentiality of those engaged.

These objectives form the framework around which the detailed engagement methodology, as reflected within the Communications and Engagement Actions schedule, is developed.

# 4. Stakeholder Identification and Analysis

## 4.1. Identification

Understanding who the project stakeholders are is a critical element of any project or programme. By understanding who these individuals and groups are it is possible to understand what degree of influence and thus involvement they will and should have as part of the project.

Stakeholders have been identified and broadly grouped as follows:

- Shire of Broome Council and Staff;
- Project Steering Committee;
- Government departments and service authorities;
- Affected landowners and lessees;
- Yawuru Prescribed Body Corporate (PBC) and other Aboriginal organisations;
- Community interest groups; and
- Local residents and the broader community.

## 4.2. Analysis

Analysing the stakeholders is an essential part of developing an engagement plan. The following Stakeholder Matrix provides an assessment of the level of influence each group has, their recommended level of engagement and the most appropriate method to engage them with.

### Stakeholder Matrix Diagram

High Influence	<b>B</b> Manage Closely	<b>A</b> Keep Satisfied
	<b>D</b> Monitor (Minimum effort)	<b>C</b> Keep Informed
Low Influence	Low Interest	High Interest

A	High influence, highly interested people: these are the people you must fully engage and make the greatest efforts to satisfy.
B	High influence, less interested people: work in with these people to keep them informed and satisfied, but not so much that they become bored with your message.
C	Low influence, interested people: keep these people adequately informed and talk to them to ensure that no major issues are arising. These people can often be very helpful with the detail of your project.
D	Low influence, less interested people: again, monitor these people, but do not bore them with excessive communication.

### 4.3. Stakeholder Analysis

A detailed stakeholder analysis table has been provided to the Shire. A brief summary of this analysis includes:

<b>Stakeholder Group</b>	<b>Level of Influence/ Interest</b>
Councillors	A
Shire Staff	A - C
Shire Committees	C - D
Stakeholders (Authorities & Organisations)	A - C
Landowners - Coastal Inundation	C
Landowners - Coastal Process Setback	C
Affected Lessees - Coastal Inundation/Coastal Process Setback	C
Broome's Transient Population	D
Other Local Broome Residents	C - D

## 5. Overview Approach to Communications & Engagement

The community engagement will be delivered in collaboration with the Shire of Broome and in consultation with the Steering Committee. The objective of the community engagement will be to inform the CHRMAP development through a program that engages the key stakeholders and community and which will:

1. identify the values of the coastal assets;
2. inform the tolerance of the identified coastal hazard risks;
3. identify potential adaptation options to address the risks; and
4. indicate the level of support for these options.

The intention of this component of work is to ensure that community concern is addressed, and that the CHRMAP process is explained so that community expectations are managed. The project team will inform the community of the outcomes of the CVS and the predicted impact on the Broome town and community, and ensure that there is the opportunity for the participants to ask questions on the coastal hazard risk identified in the CVS and understand how their participation will be captured in the CHRMAP process.

The Community engagement would adhere to the International Association for Public Participation (IAP2) platform and the Shire's Community Engagement Framework, which established five levels of engagement, including:

- Inform – to provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.
- Consult – to obtain public feedback on analysis, alternatives and/or decisions.
- Involve – to work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.
- Collaborate – to partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.
- Empower – to place final decision making in the hands of the public.

A variety of communication and engagement activities will be undertaken as part of the CHRMAP engagement process - please refer to Section 7 of this document for an indication of when these processes will be used (and in what order they'll be employed). These activities include:

- **Briefing notes & Council briefings:** Communication materials will be prepared and provided to Council and the Shire's staff in different forms. Dissemination of this information will be at key milestones in the project based on the relevance of the information;
- **Government department and servicing authorities communication:** Written and/or verbal communications will be initiated by the Shire during the preliminary stages of the project to ensure government departments and servicing authorities are made aware of the project and its scope. Feedback on relevant opportunities and constraints will also be sought;
- **Stakeholder/Community Information Forums:** x2 open Community Information Forums will provide information packs to all attendees, which will allow participants to be more informed (of the project and the outcomes of the CVS) prior to any workshops taking place. The information session will also outline the project's approach, and outline ways that the community can be involved in the process. The facilitation of an open briefing session is an important step in managing community concern. There are two information sessions proposed (to both be held on the same day) to allow as many people to attend as possible (and to cater for Broome's diverse population). A range of tools and techniques will be employed to raise awareness of these workshops including invitations, flyers and posters, newspaper and radio advertisements, and online information;

- **Stakeholder/Community Workshops:** These workshops will take participants through a logical process of understanding the issues, the context and the technical components of the Coastal Hazard Risk Management and Adaptation Plan and encourage community and stakeholders to articulate risk tolerances and community values of coastal assets. Additionally, it will allow stakeholders to provide opportunities to contribute to the proposed management and adaptation, as well as ask questions of the assessment. A range of tools and techniques will be employed to raise awareness of these workshops including invitations, flyers and posters, newspaper and radio advertisements, and online information;
- **Feedback Forms/Surveys:** As part of the public advertising period, feedback on the CHRMAP will be sought via an online/hard copy feedback forms/surveys. The above-mentioned tools and techniques associated with raising awareness of the workshops will also be employed to raise awareness of the feedback form process.

## 5.1. Key Project Messages – Communications

Communication will form an integral component of this project. The use of readily accessible wording and material preparation for all communication mediums will aim to maximise access and understanding of the project as a whole, key issues and recommendations.

The following outline the key project messages that will need to be re-enforced throughout the project when preparing any communication materials:

1. The Shire recently completed a Coastal Vulnerability Study (CVS) for the townsite of Broome, which identified portions of the townsite that are at risk from coastal hazards (including inundation and erosion) over the next 100 years.
2. The Shire is now preparing a Coastal Hazard Risk Management Adaptation Plan (CHRMAP), which will translate scientific coastal modelling (and local community input) into a document that will provide guidance for the development of statutory planning controls and guide investment decisions into the future.
3. There will be a number of opportunities for the community and stakeholders to have their say throughout the CHRMAP process. Community and stakeholder involvement will be sought to:
  - identify key coastal infrastructure/assets that hold community, cultural, and environmental value;
  - describe tolerances to the identified coastal hazard risks; and
  - provide feedback to (and identifying additional) proposed adaptation options to address the risks.
4. Adaptation actions to be considered in the CHRMAP will include an assessment of all the options set out the coastal hazard risk and adaptation planning hierarchy in State Planning Policy 2.6, including:
  - 'Avoidance' - Avoid the presence of new development within an area identified to be affected by coastal hazards.
  - 'Planned or Managed Retreat' - the relocation or removal of assets within an area identified as likely to be subject to intolerable risk of damage from coastal hazards over the planning time frame.
  - 'Accommodation' – design and/or management strategies that render the risks from the identified coastal hazards acceptable.
  - 'Protection' - areas where there is a need to preserve the foreshore reserve, public access and public safety, property and infrastructure that is not expendable.

## 6. Project Communications

### 6.1. Project Teams

The following is a list of persons that comprise the core project team, being the key members of the Shire's Staff and the Project Consultant Team:

### 6.2. Consultant Project Team

- Jim Churchill (Baird Australia) – Project Manager and Lead Coastal Hazard and Risk
- Jessica Black (TPG) – Lead Community and Stakeholder Engagement Consultant
- Mike Davis (TPG) – Lead Strategic and Statutory Planner
- Cath Blake-Powell (TPG) – Stakeholder Engagement Director
- Dr Peter Kinrade (Marsden Jacob Associates) – Identification and analysis of adaptation options, CBA
- Nadja Arnold (Marsden Jacob Associates) – CBA Analysis and Modelling

### 6.3. Shire Project Team

- Monica Sullivan – Strategic Planning Coordinator
- Aletta Nugent – Director Development Services

### 6.4. Project Steering Committee

- Shire of Broome representatives (as above)
- Hilary Wilkins – LandCorp
- Cate Gustavsson – Department of Planning
- Deborah Millener – Department of Planning
- Tim Bray – Kimberley Development Commission

### 6.5. Project Team Communications

Day-to-day contact regarding the community engagement approach shall be between the Principal Points of Contact:

- Shire of Broome: Monica Sullivan – Strategic Planning Coordinator
- TPG Conversations: Jessica Black – Lead Community and Stakeholder Engagement Consultant

Jim Churchill (Baird Australia) – Project Manager shall be kept informed throughout the project.

Communications between and requests of the Shire and Project Consultant Team are to be acknowledged and responded to in a timely manner to ensure project timeframes are met.

### 6.6. External Communications

External project communications are to be controlled through the Shire and all information produced by the Project Consultant Team shall be distributed by such person, unless otherwise required/agreed.

It is anticipated that the project team will work with the Shire's Team to prepare the material; TPG shall provide a graphic template for communications (and advice regarding the content) and the Shire Team shall be responsible for the compilation of this material. The Shire will be responsible for circulation, via the Shire's website, mobile application and/ or hard copy distribution.

The following "Communications and Engagement Actions" table also identifies how often general communications and engagement will occur (refer to section 7).

## 6.7. Regular Communications

Regular communications will need to occur to ensure Council, staff, the community and key stakeholders are kept informed and up to date on project activities.

## 7. Communications and Engagement Actions

Key Tasks	Detailed Description	Completion Date	Responsibility	Target Audience
<b>Stage 1 – Project Inception &amp; Stakeholder Engagement Strategy</b>				
1.1	<b>Project Inception</b> Meet with the Shire’s Project Team to discuss and clarify project scope of works, including scope of community engagement. Determine and request relevant information and data (base mapping, population and demographic data, background reports and studies, key stakeholders and Shire staff members).	30th March 2016		Project Team
1.2	<b>Stakeholder Identification</b> Prepare a detailed stakeholder list in conjunction with the Shire.	31st March 2016	<b>The Shire</b> – to supply draft list <b>TPG</b> – to review & work with The Shire to determine levels of anticipated involvement in project.	NA
1.3	<b>Finalise Community Engagement Plan</b> Following the identification of all relevant stakeholders, prepare a community engagement plan.	2nd May 2016	TPG (in consultation with The Shire)	NA
<b>Stage 2 – Literature Review and Preparation of Issues Paper</b>				
2.1	<b>Coastal Literature Review</b>			
2.2	<b>Issues Paper -</b> Summarise the coastal issues from the CVS and planning issues from a review of the planning documents that will need to be addressed in the CHRMAP and community engagement process.	27th May 2016	Baird	
2.3	<b>Planning Documents &amp; Strategic Documents Preview</b>			
<b>Stage 3 – Preparation of Draft CHRMAP (dates may change as the project progresses)</b>				
3.1	<b>Council Briefing</b> Baird to provide a briefing to Council, informing of the CVS Outcomes and CHRMAP process	14th June 2016	Baird	
3.2	<b>Communications &amp; Advertising</b> TPG to liaise with Council Officer’s on the preparation of CHRMAP communications and advertising. Tasks include: <ul style="list-style-type: none"> <li>• <b>8/6/16 - 17/6/16</b> Prepare Communications &amp; Advertising material including: <ul style="list-style-type: none"> <li>○ Prepare “Issues Summary” for public information, which shall address: <ul style="list-style-type: none"> <li>– What is the Shire of Broome Coastal Hazard Risk Management Adaptation Plan (CHRMAP)?</li> <li>– Why is the CHRMAP being undertaken?</li> <li>– What is a Coastal Hazard Risk?</li> <li>– When is the plan being prepared?</li> <li>– Who will be involved?</li> <li>– What is a CVS &amp; what does the CVS mean?</li> <li>– Where can you get information on the project?</li> <li>– Frequently Asked Questions, including: <ul style="list-style-type: none"> <li>– How will this affect my insurance?</li> <li>– How will my property be affected?</li> </ul> </li> </ul> </li> <li>(TPG/Baird/The Shire to organise);</li> <li>○ Prepare letter of invitation for the Information Forums and Workshops to key community members/stakeholders identified in Stakeholder Analysis. Provide key (summarised) information from “Issues Summary” (The Shire to organise &amp; print/distribute, TPG to advise on wording &amp; provide graphics template);</li> <li>○ Prepare advertisements for the Information Forums and Workshops within local newspapers and local radio stations, which shall include key event information, links to the The Shire webpage, and requests for event RSVP (The Shire to organise &amp; print/distribute, TPG to advise on wording &amp; provide graphics template);</li> <li>○ Prepare of information flyers/posters (The Shire to organise &amp; print/distribute, TPG to advise on wording &amp; provide graphics template).</li> <li>○ Set up a Shire contact email address (and phone number/contact name) for individuals to ask questions and register interest for the Information Forums and Workshops (The Shire to organise);</li> <li>○ Prepare RSVP form - ask for information including: key demographic information, whether the individual is part of any community groups, whether they have an affected property (and where that property is located), why they wish to attend the event/s, which forum/workshop they wish to attend, and whether they would like a copy of the “Issues Summary” sent out to them prior to the Information Forum (The Shire to organise &amp; print/distribute, TPG to advise on wording &amp; provide graphics template).</li> </ul> </li> <li>• <b>20/6/16</b> Launch Communications &amp; Advertising material including: <ul style="list-style-type: none"> <li>○ Distribution of letters (The Shire);</li> <li>○ Advertisements within local newspapers and radio stations (The Shire);</li> <li>○ Information flyers/posters made available at key locations such as the Shire’s Administration Building and within public gathering places (The Shire);</li> <li>○ Launch information on The Shire webpage, which shall include: the “Issues Summary”, details regarding the forums/workshops, and a link to the RSVP form for forum/workshop attendance, and an email address to lodge questions (The Shire);</li> <li>○ Advertisements on Facebook Page., (The Shire to organise – TPG to advise on wording);</li> <li>○ Mail out “Issues Summary” upon request.</li> </ul> </li> <li>• <b>6/7/16</b> - RSVP closing date for the Information Forums and Workshops.</li> </ul>	8th June – 15th July 2016	<b>TPG</b> – engagement materials & event advertising/ communications advice. <b>The Shire</b> – Event advertising and communications (including receiving registrations & confirming attendees). <b>Baird</b> – engagement materials (technical information).	NA

		<ul style="list-style-type: none"> <li>13/7/16 – mail out “Issues Summary” as requested.</li> </ul>			
3.3	Preparation for Information Forum	<p>TPG to liaise with Council Officer’s on the preparation of the Information Forums. Tasks include:</p> <ul style="list-style-type: none"> <li>14/6/16 Book venue/s and organise catering (The Shire) Venues that are chosen should be easily accessible by foot and car, and are spaces that will feel welcoming to all cultural groups.</li> <li>8/6/16 – 19/7/16 Event logistics &amp; engagement materials coordinated. Determine MC for event. (The Shire &amp; TPG)</li> </ul>	13 <sup>th</sup> June – 19 <sup>th</sup> July 2016	<p><b>TPG</b> – engagement materials (including PowerPoint presentation).</p> <p><b>The Shire</b> – Venue hire and catering, provision of Audio Visual equipment, &amp; the Shire Section of the PowerPoint.</p> <p><b>Baird</b> – engagement materials (including PowerPoint presentation).</p>	NA
3.4	Information Forums  Level of Engagement: Inform	<p>Facilitate Information Forums, x1 2hr Forum during the day and x1 2hr Forum in the evening (after work). These sessions shall include the following process:</p> <ul style="list-style-type: none"> <li>Introductions and welcome: outline the project, objectives, process, timeframes and opportunities for the community to engage in the process.</li> <li>Presentation on CVS – explain technical information with clear graphics and simple language;</li> <li>Presentation on implications of CVS – explain technical information with clear graphics and simple language;</li> <li>Reiterate the project’s next steps (workshop details etc);</li> <li>Open up for questions from the participants;</li> <li>Close.</li> </ul> <p>* Provide printouts of the “Issues Summary”</p>	Wednesday 20 <sup>th</sup> July 2016	<p><b>TPG</b> – workshop facilitation, event advertising advice, workshop setup &amp; pack down.</p> <p><b>The Shire</b> – catering, assist with forum, forum setup &amp; pack down.</p> <p><b>Baird</b> – presentation &amp; forum facilitation, forum setup &amp; pack down.</p>	Community & Stakeholders
3.5	Communications & Advertising	<p>TPG to liaise with Council Officer’s on the preparation of CHRMAP communications and advertising. Tasks include:</p> <ul style="list-style-type: none"> <li>25/7/16 - 29/7/16 Prep Communications &amp; Advertising material including: <ul style="list-style-type: none"> <li>Preparation of advertisements for Workshops within local newspapers and local radio stations;</li> </ul> </li> <li>Preparation of information flyers/posters (The Shire to organise &amp; print/distribute, TPG to advise on wording &amp; provide graphics template).</li> <li>29/7/16 Launch Communications &amp; Advertising material including: <ul style="list-style-type: none"> <li>Advertisements within local newspapers and radio stations (The Shire);</li> <li>Information flyers/posters made available at key locations such as the Shire’s Administration Building and within public gathering places; (The Shire to organise &amp; print/distribute, TPG to advise on wording &amp; provide graphics template)</li> <li>Advertisements on Facebook Page. (The Shire to organise &amp; print/distribute, TPG to advise on wording &amp; provide graphics template)</li> </ul> </li> <li>10/8/16 - RSVP closing date for Workshops.</li> <li>11/8/16 – Send “Information Packs” as requested (mail or email) (The Shire)</li> </ul>	21 <sup>st</sup> July – 15 <sup>th</sup> August 2016	<p><b>TPG</b> – engagement materials &amp; event advertising/ communications advice.</p> <p><b>The Shire</b> – Event advertising and communications (including receiving registrations &amp; confirming attendees).</p> <p><b>Baird</b> – engagement materials (technical information).</p>	NA
3.6	Preparation for Workshops	<p>TPG to liaise with Council Officer’s on the preparation of the Information Forums. Tasks include:</p> <ul style="list-style-type: none"> <li>22/7/16 Book venue/s and organise catering (The Shire) Venues that are chosen should be easily accessible by foot and car, and are spaces that will feel welcoming to all cultural groups.</li> <li>22/7/16 – 15/8/16 Event logistics &amp; engagement materials coordinated. (The Shire &amp; TPG)</li> </ul>	22 <sup>nd</sup> July – 15 <sup>th</sup> August 2016	<p><b>TPG</b> – engagement materials (including PowerPoint presentation).</p> <p><b>The Shire</b> – Venue hire and catering, engagement materials (including PowerPoint presentation).</p> <p><b>Baird</b> – engagement materials (including PowerPoint presentation).</p>	NA
3.7	Workshops  Level of Engagement: Involve	<p>Facilitate Workshops, x1 3-4hr daytime workshop and x1 3-4hr evening workshop. The proposed workshop process is as follows:</p> <ul style="list-style-type: none"> <li>Introductions and welcome: outline the project, objectives, process, timeframes and opportunities for the community to engage in the process.</li> <li>Brief Presentation on CVS and its implications – explain technical information with clear graphics and simple language;</li> <li>Exercise 1 – COASTAL ASSETS Table exercises in small groups: using a large aerial photograph, participants are asked to identify their valuable coastal assets using sticky dots: green stickers to identify environmental assets, red stickers to identify social assets, &amp; blue stickers to identify economic assets.</li> <li>Re-group and present back to the workshop participants and the findings will be documented.</li> </ul> <p>* Provide printouts of the “Issues Summary” * Depending on who attends, tables may be grouped according to affected areas (this can be confirmed once RSVPs have been received).</p>	16 <sup>th</sup> August 2016	<p><b>TPG</b> – workshop facilitation, event advertising advice, workshop setup &amp; pack down.</p> <p><b>The Shire</b> – catering, assist with workshop, workshop setup &amp; pack down, &amp; compile engagement outputs.</p> <p><b>Baird</b> – presentation &amp; workshop facilitation, workshop setup &amp; pack down.</p>	Community & Stakeholders
3.8	Community and Stakeholder Engagement Summary	<p>Following the above, we will briefly analyse the information gathered and summarise the key “learnings”, which will be used by the project team to inform the CHRMAP.</p>	31 <sup>st</sup> August 2016	<p><b>The Shire</b> – collate and summarise outputs from workshops</p> <p><b>TPG</b> – analyse results</p>	Shire & Project Team

3.9	Feedback to Stakeholders and Community Members	Share the outcomes of the engagement process with key stakeholders and the broader community in a timely manner. Utilise the Shire's website and other online and print media opportunities to ensure the feedback loop is maintained. This feedback will be provided via the The Shire webpage, Facebook account, and/or emails.	31 <sup>st</sup> August 2016	The Shire	Community & Stakeholders
3.10	Draft CHRMAP	Deliver Community Engagement Strategy. Complete Stage all tasks for development of CHRMAP	1 <sup>st</sup> November 2016	Baird	Shire
Stage 4 – Preparation of Final CHRMAP (dates may change as the project progresses)					
4.1	Peer Review	Steering Committee and Shire to review Draft CHRMAP	15 <sup>th</sup> November 2016	Baird	Shire
4.2	Final Draft CHRMAP Adopted by Council for Advertising	Peer Review Comments incorporated into final draft of CHRMAP	1 <sup>st</sup> December 2016	Baird	Shire
4.3	Public Advertising Preparation Level of Engagement: Consult	Shire Officers to prepare public advertising including: <ul style="list-style-type: none"> <li>Project update &amp; invitations to comment on proposed CHRMAP via Facebook, Twitter, local newspaper and radio advertisements, &amp; posters/flyers at key community locations; (The Shire)</li> <li>Written invitations to comment on proposed CHRMAP to be mailed to key stakeholders; (The Shire)</li> <li>Webpage outlining key information, including: summary of process so far, outcomes thus far and rationales for proposed CHRMAP, CHRMAP document (published only after Council consent), links to online survey to provide feedback; (The Shire)</li> <li>Draft CHRMAP document to be printed and displayed at Council building (and local Library), alongside printed feedback forms (with same questions as online survey) to enable people to provide had written feedback; (The Shire)</li> </ul>	1 February 2017 – 15 March 2017	<b>The Shire</b> – to carry out all tasks <b>TPG</b> – to provide advice on logistics of process and summarise feedback	Community & Stakeholders
4.4	Final Adoption of CHRMAP	Following on from the above, we will briefly analyse the information gathered during the Workshop #2 and the Public Advertising feedback. The output will be a summary of key “learnings” and will be used by the project team to inform the concept designs and importantly, to share with key stakeholders and the broader community.	May 2017	<b>The Shire</b> – collate and summarise public advertising/community engagement responses & outputs from the workshop. <b>TPG</b> – analyse results	Shire & Project Team
4.5	Feedback to Stakeholders and Community Members	Share the outcomes of the CHRMAP with key stakeholders and the broader community in a timely manner. Utilise the Shire's website and other online and print media opportunities to ensure the feedback loop is maintained. This feedback will be provided via the The Shire webpage, Facebook account, and/or emails.	May 2017	The Shire	Community & Stakeholders

## 8. Feedback Mechanisms

Providing post-engagement feedback reassures the community that the views and concerns of participants were acknowledged and considered. It enables a greater degree of trust and cooperation to be established between the community and decision-makers. It is also important that accurate feedback be given in a timely manner and that throughout the engagement activities the community is informed of the feedback methodology.

Feedback is to be expressed clearly and logically in ways the community can easily comprehend and should include an analysis of the information and data obtained and an evaluation of the process administered. It shall be administered as and when appropriate and will be guided by Section 7 – Communication and Engagement Actions.

## 9. Conflict Resolution

In the event there is a conflict resolution requirement within the project the following would apply:

- as soon as identified by an individual on the project team, they shall notify the rest of the project team;
- the project team will work together to understand the origins of the conflict, identify the stakeholders involved and develop an engagement approach to minimise its effects.