

**#1 Phase 1 Report - Stakeholder Engagement and Communication Plan**



# Phase 1 Report – Stakeholder Engagement and Communication Plan

Moreton Bay Regional Council



## Moreton Bay Regional Council

GENERAL MEETING - 519

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PAGE 2  
Supporting Information

ITEM 2.1 - COASTAL HAZARD ADAPTATION STRATEGY (CHAS) - STAKEHOLDER ENGAGEMENT AND  
COMMUNICATION PLAN - A20707452 (Cont.)



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## CONTENTS

1	PURPOSE AND PROJECT AREA	5
1.1	Purpose	5
1.2	Coastal Hazards	5
1.3	The Project area	5
1.4	QCoast2100 Program	6
1.5	Coastal Hazard Adaptation Strategy Process	7
1.6	Previous Consultation	8
1.7	Project Governance	8
2	ENGAGEMENT APPROACH	10
2.1	Vision	10
2.2	Engagement Objectives	10
2.3	Principles	10
2.4	Stakeholder Analysis	11
2.4.1	Internal Stakeholders	11
2.4.2	External Stakeholders	11
2.5	Risks	12
2.6	Adapting to COVID-19 Conditions	15
3	KEY MESSAGING	16
4	ACTIVITIES AND RESOURCES	27
5	PHASE ACTIVITIES AND TIMING	28
6	ACTION PLANS	30
7	EVALUATION	37

## APPENDICES

- Appendix A Stakeholder Analysis
- Appendix B Engagement Tools

## LIST OF FIGURES

Table 2.1	Communication and engagement risks and mitigation	13
Table 3.1a	Key Message Summary	16
Table 3.1b	Key Messaging Detailed	<b>Error! Bookmark not defined.</b>
Table 4.1	Communication and Engagement Methods	27
Table 5.1	Phase by Phase communication methods	28



Table 6.1 Phase by phase Engagement Action Plan	30
Table 7.1 Evaluation Criteria	37

## LIST OF TABLES

Table 2.1 Communication and engagement risks and mitigation	13
Table 3.1a Key Message Summary	16
Table 3.1b Key Messaging Detailed	<b>Error! Bookmark not defined.</b>
Table 4.1 Communication and Engagement Methods	27
Table 5.1 Phase by Phase communication methods	28
Table 6.1 Phase by phase Engagement Action Plan	30
Table 7.1 Evaluation Criteria	37



## 1 PURPOSE AND PROJECT AREA

### 1.1 Purpose

This Stakeholder Engagement and Communication Plan (SECP) has been prepared for the management, implementation and analysis of engagement activities carried out as part of the preparation of the Moreton Bay Coastal Hazard Adaptation Strategy (CHAS).

Our bays, beaches and seaside spots have always been attractive places to live, work and visit. Our coastal areas are more likely to experience natural change than any other parts of our region. Natural processes and weather-related events - such as erosion and storm tides - are part of coastal living. Moreton Bay Regional Council (Council) is seeking to better understand impacts from dynamic environmental factors such as coastal erosion, storm tide inundation and climate change factors such as sea-level rise that may affect the lifestyle and amenity of these much-loved areas in the future through a consultative process.

As part of the QCOAST 2100 Program, Council has partnered with the Queensland Government to understand the impact of worsening coastal hazards such as cyclones, coastal erosion, storm tides and sea-level rise. The SECP reflects Council's commitment to transparent and authentic engagement and encompasses the eight phases outlined in the 'Developing a Coastal Hazard Adaptation Strategy: Minimum Standards and Guideline for Queensland Local Governments' (MSGQLG).

This SECP will continue to build on the introduction of the CHAS project to the Community in 2014 and will continue to be a dynamic document as it is refined and reflective of feedback received throughout each phase.

### 1.2 Coastal Hazards

Moreton Bay Regional Council has embarked upon a significant program of integrated works to understand, assess and treat the coastal hazards affecting its region, from detailed modelling to community awareness, structural works, disaster management, and land use planning.

The likely impacts associated with these changes mean that rising sea-levels combined with increasing storm tides are likely to cause accelerated erosion and increased risk of inundation. For settlements and infrastructure within the proximity of the coastline, there is increased potential for damage to and loss of dwellings and infrastructure with community-wide impact. For ecosystems, sea-level rise may lead to loss of habitat or changes in spatial distribution, and salinisation of soils may cause changes to the distribution of plants and animals and groundwater conditions.

The Water Strategy 2012 - 2031 identifies our waterways and coastal foreshores as indispensable to our identity, lifestyle and economic prosperity. As the Moreton Bay Region continues to grow, the economic and social dependence of the coastal area also grows. To protect coastal areas the Water Strategy 2012 - 2031 identified the need for Council to develop a Coastal Management Strategy and a Coastal Adaptation Plan.

### 1.3 The Project area

The CHAS will directly involve coastal and inland suburbs which have been identified within the CHAS Study Area below. It should be noted comments and involvement from the broader region will be welcome and anticipated as the coastal regions are important to overall lifestyle of the region.

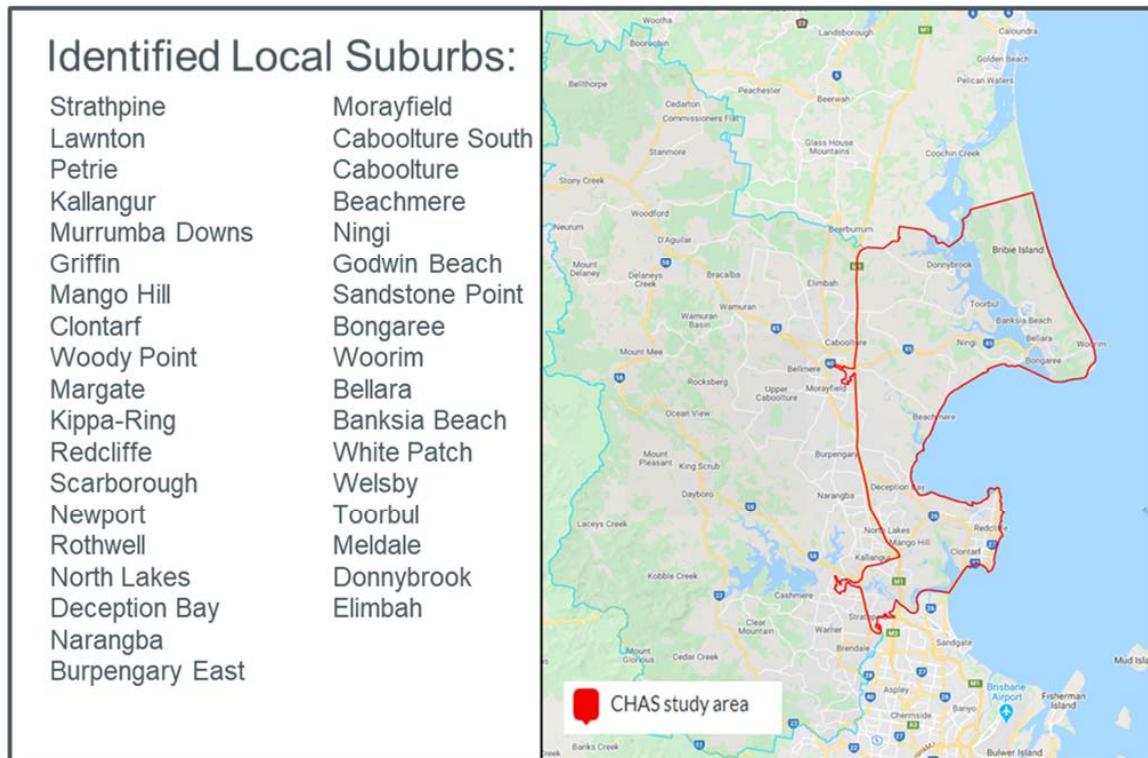


Figure 1.3-1 CHAS Study Area

## 1.4 QCoast2100 Program

QCoast2100 is a \$12 million Queensland Government program in response to the Local Government Association of Queensland’s (LGAQ) advocacy on behalf of Queensland coastal local governments. QCoast2100 is governed by a board, comprising members of the LGAQ, the Department of Environment and Science (DES) and the Department of Local Government, Racing and Multicultural Affairs (DLGRMA), providing oversight and the decision-making authority for all matters related to the program. The LGAQ Board assesses funding applications and approve part payments of the funding.

The QCOAST 2100 Program provides an opportunity for Councils to partner with the Queensland Government to understand the impact of worsening coastal hazards such as cyclones, coastal erosion, storm tides and sea-level rise. By participating in this program, Moreton Bay Regional Council is preparing for the impact of coastal hazards in a consistent manner with other coastal councils and the Queensland Government.

A CHAS assesses the risk from the projected effects of coastal hazards over the medium to long term and investigates mitigation measures across key areas of Council operations by:

- identifying the likelihood and consequence of coastal hazards adversely impacting Council operations and community assets
- reducing or avoid future exposure to significant risks and financial costs of future coastal hazard impacts
- clarifying its role in responding to future coastal hazard risks and setting the direction for this response

ITEM 2.1 - COASTAL HAZARD ADAPTATION STRATEGY (CHAS) - STAKEHOLDER ENGAGEMENT AND COMMUNICATION PLAN - A20707452 (Cont.)



- planning for the long-term protection of coastal infrastructure, built environment and services within at-risk areas
- informing asset management and planning, including nature conservation, recreation, cultural heritage values, and other public amenities
- responding effectively to statutory planning and policy direction at the State level e.g. State Planning Policy
- planning for long-term management of coastal infrastructure, built environment and services within at-risk areas;
- building the knowledge and capacity of staff to respond to coastal hazard planning needs and events.

### 1.5 Coastal Hazard Adaptation Strategy Process

The CHAS process has been developed to be undertaken through eight phases as described in the document ‘Developing a Coastal Hazard Adaptation Strategy: Minimum Standards and Guidelines for Queensland Local Governments’. Community engagement will be a key component throughout its development.

Figure 1.5-1 describes the eight phases of the CHAS. It should be noted that the development of the CHAS is undertaken as a cyclic process, whereby each phase is interconnected and can be revisited and refined as necessary.

**Phase 1** includes producing this SECP that addresses the requirements of Council and that of the QCoast program through the whole lifecycle. However, the intent will be to reflect on learnings and refine the plan at the appropriate points.

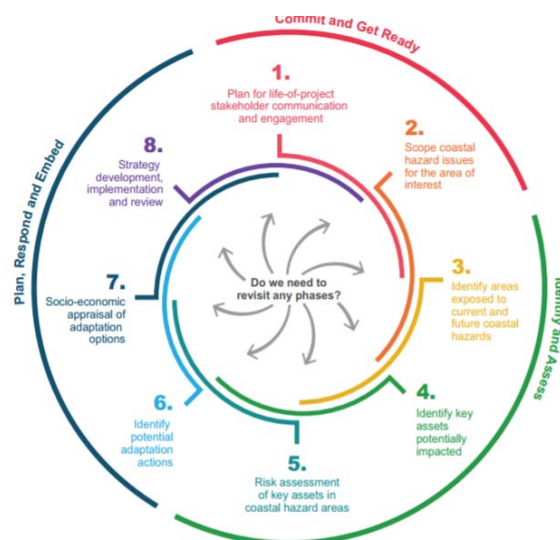


Figure 1.5-1 CHAS Project Phases

**Phase 2** requires Council to produce a Scoping Report that considers current coastal information regarding assets and storm tide modelling and identifies future data requirements to complete the CHAS.

**Phase 3** of the CHAS requires Council to use storm tide modelling data to identify coastal hazard areas at present, as well as at future timeframes up to the year 2100. This includes areas at risk from coastal erosion, storm tide inundation and sea level rise.

**Phase 4** identifies significant assets valued by the community or providing essential services within the coastal hazard area.

**Phase 5** requires Council to undertake a risk assessment that considers the coastal hazard and its impact to assets within the study area.

**Phase 6** provides an opportunity for Council and the community to identify possible adaptation options to reduce coastal hazard risk to be tested in later CHAS phases.



**Phase 7** includes a socio-economic analysis that reviews the adaptation options identified in Phase 6 in order to prioritise options to reduce coastal hazard risk.

**Phase 8** is the final strategy development of the CHAS, as well as preparing an implementation plan and future review points.

## 1.6 Previous Consultation

Significant community engagement occurred with the release of the draft planning scheme in 2014 where coastal hazards, and the way land use policy was proposed to be tailored to address them, emerged as a core issue for many coastal residents. Engagement was again a key tenet of the release of the new draft planning scheme which resulted in a more refined approach to land use policy in many areas, and a commitment by Council to address coastal hazard adaptation concerns through the delivery of a detailed CHAS.

## 1.7 Project Governance

Council will be the main driver in delivering the CHAS. The following governance framework has been established to ensure integrity of the process.

Coastal Hazard Adaptation Strategy – Project Governance Structure

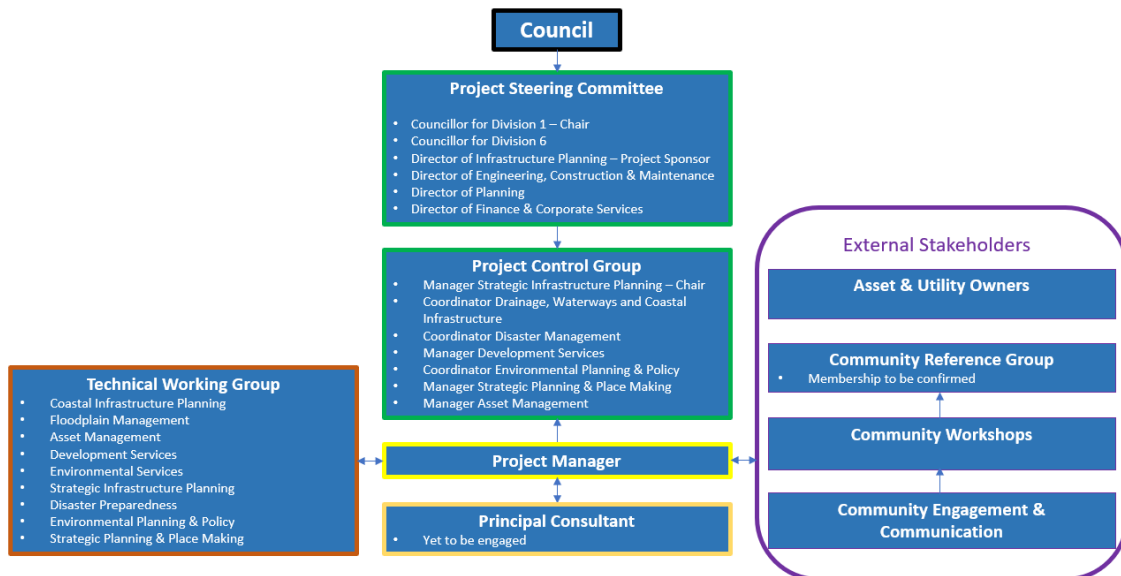


Figure 1.7-1 CHAS Project Governance Structure





The terms of reference for each group is as follows:

Project Steering Committee	To resolve issues across the organisation relating to the preparation and implementation of the CHAS.
Project Control Group	To provide project governance including review and decision making for all CHAS phases.
Technical Working Group	To provide support and review to all CHAS phases.



## 2 ENGAGEMENT APPROACH

This Stakeholder Engagement and Communication Plan (SECP) has been prepared as the 'life-of-project' strategy for the management, implementation and analysis of engagement activities carried out as part of the preparation of the Moreton Bay Coastal Hazard Adaptation Strategy.

This version of the SECP, prepared in Phase 1, focuses on setting out the framework for communication and engagement, whilst also providing more specific detail regarding engagement activities relevant to scoping coastal hazard issues and identifying areas exposed to coastal hazards.

This report is a living document that will be updated as communication and engagement activities are carried out and the project moves through the subsequent phases.

### 2.1 Vision

- To create informed and engaged communities whose understanding of coastal hazards brings an ability to respond with resilience

### 2.2 Engagement Objectives

- Ensure collaboration and governance across Council Departments to ensure data capture and knowledge sharing whilst building our internal capability to explore the risks and mitigations to Council assets.
- Ensure consistent and coordinated messaging is provided to all interested stakeholders with opportunity to provide input and feedback into the project.
- Build community understanding and resilience about potential coastal hazard causes, impacts and mitigations through development of partnerships and knowledge sharing
- Understand and incorporate valuable local knowledge, experience and insights to inform both understanding of tangible and intangible community assets and potential adaptation measures.

The achievement of these objectives will assist Council to provide improved governmental coordination and capacity to manage interactions with the changing coastal environment in a sustainable and strategic way over the long term. The CHAS will provide a clear adaptation pathway (or series of scenario-based pathways) for settlements (including cultural and environmental adaptations), their urban systems, communities and government.

### 2.3 Principles

The engagement approach has been developed according to Council's Community Engagement policy to ensure the following core principles are considered

1. Undertake appropriate and purposeful engagement with the community.
2. Adopt a consistent and transparent approach to the conduct of community engagement processes.
3. Recognise the different communication and engagement needs of diverse communities within the Moreton Bay region.
4. Where appropriate, collaborate with other agencies to coordinate engagement activities at local and regional levels.
5. Maintain a record of Council's engagement processes and activities.



## 2.4 Stakeholder Analysis

### 2.4.1 Internal Stakeholders

The following provides an overview of the internal engagement to inform the CHAS and support the Engagement. Collaboration across all Departments will be key to the success of the project. A full list of participants has been provided in Appendix A which illustrates involvement at all levels.



### 2.4.2 External Stakeholders

Council anticipates the participation of a diverse range of stakeholders across government, community, industry and economic sectors. The following table provides an outline of each of these stakeholder groups. Further detail has been provided in Appendix A. This analysis provides strategic consideration of:

- Level of impact and interest
- Concerns and areas of interest
- Engagement preferences & techniques
- Consultation risks and mitigation.

Given the current project phase, this analysis is high level and will required further review, refinement and analysis throughout subsequent phases. It should be noted that Council is currently undertaking a review of their data which will further enhance this stakeholder analysis going forward.



This information is to be further refined and reviewed as the project is launched and stakeholder concerns, opportunities and engagements become clearer.

### Community (General)



The general community including residents, property owners, business and indigenous groups will be interested in the process to understand the impact on their property and to understand mitigations going forward.

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### Community Groups and Other Organisations



Community Groups representing specialist interests such as catchment groups, environmental groups and other representative groups assist in both informing stakeholders and soliciting interest.

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### Representatives



Councillors, State Government and Federal Government Representatives will require regular updates and understanding of emerging impacts and concerns of local stakeholders.

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### Government Departments and adjacent LGA's



Council maintains a good relationship with the associated Government Departments and adjacent LGA's and will continue to ensure communication with these groups is regular and relevant.

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### Media



There is opportunity to work with the local community on educational pieces.

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## 2.5 Risks

Communication and engagement risks are any aspect of the project that will potentially raise concerns or objections from the community. This may hold up progress or adversely affect the outcomes of the project, which could, in turn, affect the reputation of Council. Several potential risks may arise during the CHAS process due to the nature of the project and existing community concerns and opinions. These potential risks will need to be managed throughout the CHAS process, and have been identified in Table 2. below, alongside mitigation strategies. This risk register should be a 'live' document where occurring risks are flagged throughout all phases of the CHAS and mitigation strategies implemented as soon as possible to limit the impact.



Table 2-1 Communication and engagement risks and mitigation

Risk	Likelihood	Consequence	Mitigation options
Uncertainty/scepticism of climate change	Medium	No buy-in from the community Trust issues May hold up project.	See Overall Message 2. Start engagement early during Phases 1-3 by providing easy to digest educational material via various platforms (e.g. short videos via social media).
Uncertainty/scepticism of the impacts of climate change	High	Division amongst internal/external stakeholders. Community backlash. May hold up the project.	Provide regular, consistent, and accurate information to key stakeholders and the community. Tailor the information to be relevant to individual stakeholders. Avoid politicising information. Avoid highly technical communication.
General lack of understanding of the relationship between climate change and coastal hazards.	Medium	May reduce the effectiveness of community engagement. May hold up the project.	Aim to give the community a solid understanding of coastal hazards prior to consultation. Provide regular, consistent, and accurate information to key stakeholders and the community. Tailor the information to be relevant to individual stakeholders.
Community/stakeholder backlash	High	May hold up the project. May halt the implementation of mitigation measures proposed by the CHAS.	Engage with property owners by letter/email, phone and in person to explain the purpose and benefits of the CHAS. Focus on the engagement pathways and key messages, specifically the overall messages. Ensure the public understands key aspects of the CHAS including how it has been prepared.
Limited interest in engagement by the community.	Low	May limit buy-in of the community. Might result in backlash at the end of the project.	Be flexible in the engagement strategy to change the method of engagement to get more involvement by the community. Actively engage with all community groups. Extend project phase timing if needed to provide more community engagement.

ITEM 2.1 - COASTAL HAZARD ADAPTATION STRATEGY (CHAS) - STAKEHOLDER ENGAGEMENT AND COMMUNICATION PLAN - A20707452 (Cont.)



Risk	Likelihood	Consequence	Mitigation options
Emotional response from the community to the impacts on buildings, the coastline/ public spaces.	High	Community backlash. May hold up the project.	Provide regular, consistent, and accurate information to key stakeholders and the community. Tailor the information to be relevant to individual stakeholders. Reinforce the message that the CHAS has been prepared to assist the protection of private and public property.
Difficulty of communicating technical elements of the project - likelihood, risk, etc	Medium	Community backlash. May hold up the project.	Provide regular, consistent, and accurate information to key stakeholders and the community. Tailor the information to be relevant to individual stakeholders. Provide targeted engagement material that can be understood by the public. Avoid technical jargon and use plain English.
Change in political direction.	Medium	State/Federal government support for climate change related projects decreases. Division amongst internal/ external stakeholders. May hold up the project.	Provide regular, consistent, and accurate information to key stakeholders and the community. Tailor the information to be relevant to individual stakeholders. Avoid politicising information and focus on the science instead.
Occurrence of extreme weather events.	Medium	May change community / stakeholder opinions. Division amongst internal/ external stakeholders.	Allow for increased consultation/ feedback in the case of extreme weather events. Reinforce the message that the CHAS has been prepared to assist the protection of private and public property.
Insufficient time allowed for effective education and engagement with the community	Medium	Insufficient feedback from stakeholders. CHAS developed without full consideration of the community's response. Lack of community support.	Provide regular, consistent, and accurate information to key stakeholders and the community. Tailor the information to be relevant to individual stakeholders. Allow sufficient time for stakeholders to digest all the information available, and the opportunity to ask questions. Allow for flexibility in the timing of each phase of the CHAS to allow for uncertainties in community engagement.



Risk	Likelihood	Consequence	Mitigation options
Disruptions to communications and engagement due to Covid-19 and the associated risks and restrictions	High	<p>Planned events may be cancelled or rescheduled.</p> <p>Increased possibility of miscommunication as face-to-face communication is replaced by alternative means.</p> <p>Change in community priorities such that coastal hazards receive less attention.</p> <p>Unintentionally excluding stakeholders due to the lack of face-to-face events.</p>	<p>Allow sufficient time for rescheduling of events.</p> <p>Plan the event to adhere to Covid-19 restrictions at that point in time by limiting numbers and maintain social distancing.</p> <p>Set-up appropriate online portals for stakeholder communication such as Zoom.</p> <p>Provide regular, consistent, and accurate information to key stakeholders and the community.</p> <p>Tailor the information to be relevant to individual stakeholders.</p>

## 2.6 Adapting to COVID-19 Conditions

Communication and engagement with the Moreton Bay community will be supported by the development of tailored information for website content, project media releases, surveys, and where appropriate letters to select residents.

The stakeholder engagement strategy will meet the challenges posed by limitations on traditional face-to-face engagement through a tailored approach. This will apply to smaller, targeted meetings, community information sessions and public exhibition period and associated activities. Some adaptive methods to ensure community engagement and consultation practices and outcomes are not limited by COVID-19 impacts include:

- Modifying engagement to include one-to-one stakeholder meetings;
- Use of small group meetings; and
- Large group meetings held via video conferencing or replaced with a combination of informative and easy digestible material (e.g. short videos) and surveys.

These methods and the current conditions will be regularly discussed by Council and updated based on COVID-19 developments over time.



### 3 KEY MESSAGING

The following key messaging provides a direction and intent to the communication material to ensure it is unique to local context, history, community profile, hazard characteristics and previous community relationship/experience of Council programs/initiatives. Project messaging needs to effectively communicate each CHAS phase to stakeholders. Messaging may vary between stakeholder groups when considering the general community, significant asset and land owners and community directly impacted by coastal hazards.

The community engagement pathways identified below are a framework upon which phase to phase project messaging can be tailored to project stakeholders.

The key message for each phase varies and is summarised in the table below.

Table 3-1 Key Message Summary

Phase	Key Message Summary
1. Plan for life-of-project stakeholder communication and engagement	Phase 1 messaging introduces the CHAS to the broader community. Messaging establishes why Council is undertaking a CHAS and what it seeks to achieve for the community.
2. Scope coastal hazard issues for the area of interest	Phase 2 messaging focuses on introducing CHAS to internal Council staff. Messaging establishes the scope of CHAS and it sets governance framework for the life of the project.
3. Identify areas exposed to current and future coastal hazards	Phase 3 messaging provides supporting guidance for the public release of updated storm tide modelling mapping through Council’s MBRC Flood Viewer webpage.
4. Identify key assets potentially impacted	Phase 4 messaging introduces the CHAS to key asset owners within the region and seeks their involvement in the project. Messaging to Council staff in this phase focuses on asset managers and planners.
5. Undertake a risk assessment of key assets in coastal hazard areas	Phase 5 messaging outlines the multiple opportunities the community will have to participate in community workshops as well as calling for nominations for the Community Reference Group.
6. Identify potential adaptation options	Phase 6 messaging outlines the multiple opportunities the community will have to participate in community workshops during this phase. External communications provide easy to understand examples of potential coastal hazard adaptation options to be considered by the CHAS.
7. Undertake a socioeconomic appraisal of adaptation options	Phase 7 messaging seeks to understand community priorities around a preferred coastal hazards adaptation approach.
8. Strategy development, implementation and review	Phase 8 messaging introduces the draft CHAS to all previous engaged stakeholders and the broader community. Messaging establishes the outcomes of the CHAS and what it seeks to achieve for the community.





*Table 3-2 Key Messaging Detailed*

Next Page

ITEM 2.1 - COASTAL HAZARD ADAPTATION STRATEGY (CHAS) - STAKEHOLDER ENGAGEMENT AND COMMUNICATION PLAN - A20707452 (Cont.)



	Communication Intent	Description and sub messages
Overall Messaging	The overall messaging establishes why the CHAS is being developed for the Moreton Bay Region, identifies what are coastal hazards and what Council currently does to address them, how coastal hazards may change in the future and how the Moreton Bay Region should transition. Overall messaging will be used for all CHAS phases.	
Message 1	We want to protect the community values, environment, built form and infrastructure so that our bays, beaches and seaside spots remain an attractive place to live, work and visit.	Coastal areas are integral to the Moreton Bay lifestyle. Council will work with our community to investigate how we best prepare, adapt and manage future risks to our coastline. The result will be a CHAS for the Moreton Bay Region. The CHAS builds on Council's coastal hazard work to date and will be a long-term planning resource for government, service providers and the community.
Message 2	Our Bay has always been a changing place experiencing coastal hazards such as coastal erosion, flooding from storm tides and king tides, as well as the sea-level rising.	Coastal hazards and their impacts to the Moreton Bay Region have changed over time. It is anticipated that projected sea-level rise and more intense storms from a changing climate will increase and extend these risks. Council currently manages coastal hazards via a range of ways such as beach nourishment, sea walls, backflow prevention devices and flood information tools including the Flood check property report and the Flood viewer map. These methods and others will be explored as part of Council's CHAS as part of planning for and putting in place adequate mitigation measures.
Message 3	Communities make our living coast and have built their lives around the Moreton Bay Region, and we are seeking ways to protect our lifestyle, amenity and livelihoods to the changing nature of our coastal areas.	<p>Council will work with our community to investigate how we best prepare, adapt and manage future risks to our coastline. The result will be a CHAS for the Moreton Bay Region.</p> <p>The strategy will look at how coastal hazards - such as coastal erosion, flooding from storm tides and king tides, as well as climate change factors like predicted sea-level rise - may impact coastal assets, infrastructure, services, the environment and communities. It will also look at what resilience and adaptation options are available to best manage the risk of coastal hazards over time.</p> <p>The project is receiving funding support through the QCoast2100 program, a partnership between the State Government and the Local Government Association of Queensland (LGAQ) assisting more than 30 councils.</p>

ITEM 2.1 - COASTAL HAZARD ADAPTATION STRATEGY (CHAS) - STAKEHOLDER ENGAGEMENT AND COMMUNICATION PLAN - A20707452 (Cont.)



	Communication Intent	Description and sub messages
Phase 1	The CHAS will set our coastal communities along a path to respond to and cope with the continued changes of our Bay – for our children, and our children’s children.	<p>Communicating the benefit of the work to the community (not just Council or other government entities) is an important part of successful engagement. Adaptation by its nature is about taking sustainable and continued steps along a path of improvement for the benefit of future generations, not just ourselves now.</p> <p>This message will also be the forum through which Council can communicate what it can achieve through this process, what cannot be achieved, and what will require further work over time to address.</p>
		Phase 1 messaging introduces the CHAS to the broader community. Messaging establishes why Council is undertaking a CHAS and what it seeks to achieve for the community. It seeks to determine coastal area values of recreational, economic, social, environmental and historical significance.
	If you love our coast, we’d love to hear from you now.	<p>Do you visit our beaches and bays for relaxation or recreation? Value their unique cultural or environmental qualities? Live or work by our coast? Your views and feedback are very important.</p> <p>This message is to draw interest for the community to complete the online survey to determine coastal area values.</p>
	Change to the natural landscape has been and will continue to be a characteristic of living near our coastline or enjoying its bays, beaches and passages.	<p>To better understand the dynamic natural and environmental factors that can affect lifestyle and amenity in these much-loved areas, MBRC has initiated the ‘Living Coast’ program to help our communities recognise and become more aware of the types of changes that may occur in the future.</p> <p>The intergovernmental panel on Climate Change (IPCC) has predicted sea-levels along the Queensland coast could rise by 0.8 metres by 2100 - which may result in accelerated erosion rates, permanent inundation of some low-lying areas, and more severe storm surges and king tides.</p>
	The CHAS will help our community better identify, understand and plan for coastal changes and natural events.	<p>The CHAS will help our community prepare for coastal changes and natural events by:</p> <ul style="list-style-type: none"> <li>Assessing the future risks associated with natural events, including predicted sea-level rises</li> <li>Determining the likely impacts to coastal communities and assets, infrastructure, services and the environment</li> <li>Investigating appropriate adaptation measures to mitigate risks</li> <li>Developing a program for coastal actions and works should they be required.</li> </ul>

ITEM 2.1 - COASTAL HAZARD ADAPTATION STRATEGY (CHAS) - STAKEHOLDER ENGAGEMENT AND COMMUNICATION PLAN - A20707452 (Cont.)



	Communication Intent	Description and sub messages
	<p>The CHAS will be a long-term planning resource to help governments, service providers, the community, residents and other stakeholder understand and plan for the likely impacts of coastal changes.</p>	<p>Uses for the CHAS will include:</p> <ul style="list-style-type: none"> <li>• Land use planning and development assessment</li> <li>• Infrastructure planning and management including roads, stormwater and foreshores</li> <li>• Asset management and planning including nature conservation, recreation, cultural heritage values and other public amenities</li> <li>• Community planning</li> <li>• Emergency management.</li> </ul>
Phase 2	<p>Phase 2 messaging focuses on introducing CHAS to internal Council staff. Messaging establishes the scope of CHAS and it sets governance framework for the life of the project. Phase 1 messaging continues to be delivered externally through this period.</p>	

ITEM 2.1 - COASTAL HAZARD ADAPTATION STRATEGY (CHAS) - STAKEHOLDER ENGAGEMENT AND COMMUNICATION PLAN - A20707452 (Cont.)



Communication Intent	Description and sub messages
<p>Coastal hazards include storm tide inundation, coastal erosion and predicted sea-level rise projections.</p>	<p>Queensland Coastal Hazards Guidelines (2013) and the LGAQ QCoast<sub>2100</sub> Minimum Standards and Requirements requires the CHAS to consider the following coastal hazards:</p> <p><b>Coastal Erosion:</b> Shoreline recession due to sea erosion causing a permanent loss of land. A specific investigation of coastal erosion impacts in MBRC will need to be undertaken to determine the level of risk at a local level for coastal areas across several time horizons.</p> <p><b>Storm Tide Inundation:</b> Temporary inundation of land by abnormally high ocean levels. Storm tide is the total water level obtained by adding the storm surge and wave set-up to the height of the astronomical tide. This will include new modelling across several time horizons and include allowances for increases.</p> <p><b>Sea-level Rise Inundation:</b> Periodic or permanent tidal inundation of land due to a rise in the mean sea-level. It is noted that sea-level rise has the potential to exacerbate existing coastal erosion and storm-tide inundation issues. The current sea-level rise for planning purposes in Queensland is classified as 0.8m. A specific investigation of sea-level rise inundation will need to be undertaken, specifically for the Moreton Bay Region, based on the best available scientific information across several time horizons. The results of this investigation will also be used in the storm tide inundation modelling.</p> <p>These changes will have implications on:</p> <ul style="list-style-type: none"> <li>• Human settlements</li> <li>• Infrastructure</li> <li>• Ecosystems</li> <li>• Water management</li> <li>• Primary producers</li> <li>• Human health.</li> </ul>

ITEM 2.1 - COASTAL HAZARD ADAPTATION STRATEGY (CHAS) - STAKEHOLDER ENGAGEMENT AND COMMUNICATION PLAN - A20707452 (Cont.)



	Communication Intent	Description and sub messages
Phase 3	The CHAS will provide guidance to key areas of Council operations.	<p>A CHAS assesses the risk from the projected effects of coastal hazards over the medium to long term and investigates mitigation measures across key areas of Council operations by:</p> <ul style="list-style-type: none"> <li>identifying the likelihood and consequence of coastal hazards adversely impacting Council operations and community assets</li> <li>reducing or avoid future exposure to significant risks and financial costs of future coastal hazard impacts</li> <li>clarifying its role in responding to future coastal hazard risks and setting the direction for this response</li> <li>planning for the long-term protection of coastal infrastructure, built environment and services within at-risk areas</li> <li>informing asset management and planning, including nature conservation, recreation, cultural heritage values, and other public amenities</li> <li>responding effectively to statutory planning and policy direction at the State level e.g. State Planning Policy</li> <li>planning for long-term management of coastal infrastructure, built environment and services within at-risk areas;</li> <li>building the knowledge and capacity of staff to respond to coastal hazard planning needs and events.</li> </ul>
		Phase 3 messaging provides supporting guidance for the public release of updated storm tide modelling mapping through Council’s MBRC Flood Viewer webpage.
	<p>It is important to understand the likelihood of flooding in your local area. This will help you prepare to reduce the impact of flooding on your home or business.</p> <p>Council's Flood Viewer Map is for awareness about the possibility of coastal hazards and other forms of flooding in your local area.</p>	<p>Over the past decade, Council has continued to identify, assess and address the hazards affecting our coastal communities through a range of activities - including detailed flood modelling, community awareness campaigns, structural works, disaster management planning and land use strategies.</p> <p>The new storm tide modelling information will be used to inform later phases of the CHAS which include multiple opportunities for the community to have their say.</p>
Phase 4		Phase 4 messaging introduces the CHAS to key asset owners within the region and seeks their involvement in the project. Messaging to Council staff in this phase focuses on asset managers and planners.

ITEM 2.1 - COASTAL HAZARD ADAPTATION STRATEGY (CHAS) - STAKEHOLDER ENGAGEMENT AND COMMUNICATION PLAN - A20707452 (Cont.)



	Communication Intent	Description and sub messages
Phase 5	Council is seeking your involvement in a project that will help our community, government departments and service/utility providers better plan, prepare and manage public assets in our coastal areas.	<p>To better understand and manage the impacts of coastal hazards, Council has begun developing a CHAS as part of its new Living Coast program. An important part of the CHAS project is accurately identifying all community assets in the study area, and then assessing their current and future risk to coastal hazards such as coastal erosion, storm tides and predicted sea-level rises. The project is receiving funding support through the State Government's QCoast 2100 program.</p> <p>The CHAS will shape Council's management of coastal hazards by aligning key operations such as asset management including roads, stormwater and public amenities, nature conservation, cultural heritage and values, community planning and emergency management.</p>
	Phase 5 messaging outlines the multiple opportunities the community will have to participate in community workshops as well as calling for nominations for the Community Reference Group. External communications provide easy to understand advice on what coastal hazards are to enable constructive discussion through later phases of the CHAS.	
	If you love our coast and want to learn more about its future, register your interest to attend a community workshop.	<p>Using the comprehensive data modelling of coastal hazards, an assessment of the level of risk to key assets and values has been undertaken. This involves two considerations:</p> <ul style="list-style-type: none"> <li>• Probability of occurrence of a particular event, and the changing probabilities over future timeframes</li> <li>• Expected consequences of the event on the asset.</li> </ul> <p>The assessment will be undertaken for key assets found within coastal hazard areas. The stage is vital to understanding the level of risk to assets and values from coastal hazards including storm tide, coastal erosion and permanent inundation from sea-level rise.</p> <p>It will inform decision making about potential adaptation options. The risk assessment will be undertaken by specialist consultants in collaboration with Council. Stakeholders will be involved in confirming and validating risk assessment outcomes. Tolerance of risks will also be an important input from stakeholders.</p>
	If you love our coast and want to learn more about its future, see Council's website about how we are working with the community to understand future coastal hazards.	

ITEM 2.1 - COASTAL HAZARD ADAPTATION STRATEGY (CHAS) - STAKEHOLDER ENGAGEMENT AND COMMUNICATION PLAN - A20707452 (Cont.)



	Communication Intent	Description and sub messages
Phase 6	If you love our coast and want to be a part of the project Community Advisory Group complete an application at...	<p>This community and stakeholder engagement and communication program is to be supported by a dedicated, independently facilitated Community Advisory Group that will be in place for the duration of the project.</p> <p>The Community Advisory Group will assist Council with regard to:</p> <ul style="list-style-type: none"> <li>• Understanding how climate change and coastal hazards would affect coastal communities, the local economy, natural environment and Council operations (current and future impacts)</li> <li>• Exploring weather characteristics, vulnerabilities and risks to key community, cultural and natural assets</li> <li>• Developing potential coastal adaptation options</li> <li>• Assessing the viability of adaptation options</li> <li>• Informing the development of preferred adaptation options.</li> </ul> <p>In addition to the community consultation and engagement activities, technical inputs from key stakeholder organisations will also be sought at critical points in the process.</p>
	Phase 6 messaging outlines the multiple opportunities the community will have to participate in community workshops during this phase. External communications provide easy to understand examples of potential coastal hazard adaptation options to be considered by the CHAS.	
	<p>If you love our coast and want to help identify ways to minimise coastal hazard impacts in the future, register your interest to attend a community workshop.</p> <p>If you love our coast and want to learn more about its future, see Council's website about how we are working with the community to understand future coastal hazards.</p>	<p>This phase considers what options are available and are most appropriate for the identified assets, their location and risks. This process will be led by specialist consultants with inputs from Council, stakeholders and the community.</p> <p>This phase will also start to shortlist the identified adaptation options and the criteria used to evaluate adaptation options. It may not be possible to undertake a socio-economic appraisal for all identified adaptation options, and therefore shortlisting options during this stage will be important.</p>
Phase 7	Phase 7 messaging seeks to understand community priorities around a preferred coastal hazards adaptation approach.	



ITEM 2.1 - COASTAL HAZARD ADAPTATION STRATEGY (CHAS) - STAKEHOLDER ENGAGEMENT AND COMMUNICATION PLAN - A20707452 (Cont.)



	Communication Intent	Description and sub messages
Phase 8	Shortlisted adaptation options have been assessed based on their positive and negative impacts in relation to agreed social, economic and environmental criteria.	Shortlisted adaptation options will be presented in phase 8 to the community where you will have an opportunity to have your say.
		Phase 8 messaging introduces the draft CHAS to all previous engaged stakeholders and the broader community. Messaging establishes the outcomes of the CHAS and what it seeks to achieve for the community.
	If you love our coast, we'd love to hear from you now.	Do you visit our beaches and bays for relaxation or recreation? Value their unique cultural or environmental qualities? Live or work by our coast? Your views and feedback are very important.
	The CHAS is a long-term strategy providing a clear and aspirational vision for the future and an overarching strategic direction for a coordinated and integrated 'whole of organisation' response to coastal hazard adaptation and provides critical direction for the wider community.	The plan will set out risk mitigation actions by priority, with actions over the short, medium and long term timeframes to ensure delivery is optimised.  The plan also provides a high-level costing and required resourcing for each action.
	The CHAS will help our community better identify, understand and plan for coastal changes and natural events.	The CHAS will help our community for coastal changes and natural events by: <ul style="list-style-type: none"> <li>Assessing the future risks associated with natural events, including predicted sea-level rises</li> <li>Determining the likely impacts to coastal communities and assets, infrastructure, services and the environment</li> <li>Investigating appropriate adaptation measures to mitigate risks</li> <li>Developing a program for coastal actions and works should they be required.</li> </ul>

ITEM 2.1 - COASTAL HAZARD ADAPTATION STRATEGY (CHAS) - STAKEHOLDER ENGAGEMENT AND COMMUNICATION PLAN - A20707452 (Cont.)



	Communication Intent	Description and sub messages
	<p>The CHAS is a long-term planning resource to help governments, service providers, the community, residents and other stakeholder understand and plan for the likely impacts of coastal changes.</p>	<p>Uses for the CHAS will include:</p> <ul style="list-style-type: none"> <li>• Land use planning and development assessment</li> <li>• Infrastructure planning and management including roads, stormwater and foreshores</li> <li>• Asset management and planning including nature conservation, recreation, cultural heritage values and other public amenities</li> <li>• Community planning</li> <li>• Emergency management.</li> </ul>



## 4 ACTIVITIES AND RESOURCES

Communication, engagement, and active participation with the identified stakeholders is key to informing and implementing the CHAS. An outline of the proposed methods for communication and engagement has been provided in Table 4.1. Council has a dedicated Engagement Department working collaboratively with the CHAS Project Team and the Technical working team to support the use of these tools and activities in the most appropriate manner. Following the initial survey, Council is committed to analysing the results to determine the right activities for the next phase and will develop these within the action plan.

Table 4-1 Communication and Engagement Methods

Digital	Media	Engagement	Events
<b>LinkedIn:</b> Organic posts and blogs targeted at corporate audiences.	<b>Media releases:</b> To broadly pitch stories to provide educational material building understanding of the process.	<b>Community newsletters:</b> To keep the community up to date with development activities and milestones.	<b>Pop-up events:</b> To raise awareness of the project and present opportunity for clarification and information.
<b>Facebook and Instagram:</b> Organic posts and video content targeted at local communities.	<b>Targeted media pitching:</b> To pitch exclusives focusing on aspects of the project.	<b>Briefings and presentations:</b> To brief elected representatives, community, industry and economic development groups to create advocacy.	<b>Listening posts:</b> To provide face-to-face opportunities to provide information to impacted stakeholders.
<b>Digital collateral:</b> Infographics, video content, images and animations to tell the story of coastal hazards.	<b>Digital or Traditional Advertising:</b> To raise awareness of the project	<b>Community reference group:</b> To collaborate with the community on future mitigations.	<b>Post weather event information 'pop ups':</b> Opportunity to educate on location if damage occurs.
<b>Electronic direct mail (EDMs):</b> To send digital newsletters and project updates both internally and externally.		<b>Directly impacted stakeholder communications:</b> To communicate impacts for local landowners and stakeholders.	<b>Education Activities:</b> school based coastal education program directed at providing accessible information about the changing coastal environment
<b>Website:</b> Project information updates and digital newsletters.		<b>Online Survey:</b> To capture interest and values of community around coastal hazards	
<b>GIS:</b> To provide information on the areas of concern and to demonstrate the coastal hazards.		<b>Contact points:</b> Website, phone and email contacts for community and stakeholders	



## 5 PHASE ACTIVITIES AND TIMING

Each phase of the CHAS will have specific deliverables and engagement objectives. It is acknowledged that this list of activities may be updated and added to over time. Table 5.1 sets out specified activities over each project phase to identify the engagement objectives seeking to be addressed.

Table 5-1 Phase by Phase communication methods

Phase	Phase timing	Communication methods	Lead time	Communication timing
1	Late 2020	Addressed letter to non-occupier property owners Project newsletter to all properties in the study area Project webpage update Project email address Media release Emails to stakeholders Online survey Factsheet Pop Up information sessions Social media campaign (e.g. changing coasts, historical events, our values and hazards)	Two months	NOV20 - FEB21
2	Late 2020	Internal information sessions Letters to utility providers	Two months	OCT20 - NOV20
3	Late 2020	Internal information sessions Council Flood Viewer update	Two months	OCT20 - NOV20
4	Early 2021	Project webpage update (with results of Phase 1 survey) Social media Factsheet Project newsletter (to registered stakeholders)	Three months	JAN21 - MAR21
5	Mid 2021	Project webpage update (examples of assets exposed to risk) Factsheet (reducing coastal hazard risk at your property) Social media - share community workshops Letters to utility providers - share risk assessment of utility assets	Three months	APR21 - SEP21
6	Late 2021	Project webpage update Factsheet Social media - share stories of how coastal hazard protection measures have changed over time in our region	Three months	OCT21 - JUN22
7	Mid 2022	Project webpage update Online survey Project newsletter Social media	Three months	JUL22 - DEC22

# Moreton Bay Regional Council

GENERAL MEETING - 519  
12 November 2020

PAGE 29  
Supporting Information

ITEM 2.1 - COASTAL HAZARD ADAPTATION STRATEGY (CHAS) - STAKEHOLDER ENGAGEMENT AND COMMUNICATION PLAN - A20707452 (Cont.)



Phase	Phase timing	Communication methods	Lead time	Communication timing
8	Early 2023	Project webpage update Pop up information sessions Media release Social media Factsheet	Three months	JAN23 - JUN23

ITEM 2.1 - COASTAL HAZARD ADAPTATION STRATEGY (CHAS) - STAKEHOLDER ENGAGEMENT AND COMMUNICATION PLAN - A20707452 (Cont.)



## 6 ACTION PLANS

The following provides an overview of the action plans required for each phase. Further detail will be developed for each phase as the project progresses providing opportunity for reflection and refinement.

*Table 6-1 Phase by phase Engagement Action Plan*

ITEM 2.1 - COASTAL HAZARD ADAPTATION STRATEGY (CHAS) - STAKEHOLDER ENGAGEMENT AND COMMUNICATION PLAN - A20707452 (Cont.)



Phase	Key deliverables	Engagement method	Engagement objectives
1	Stakeholder Engagement and Communication Plan List of key internal and external stakeholders Timeline of communication and engagement activities Project Plan	Online survey Pop up information sessions (minimum 3 - Redcliffe, Beachmere, Pumicestone Passage) Internal stakeholder meetings (minimum with all Technical Working Group and Project Control Group members) Project branding Media Release	<ul style="list-style-type: none"> <li>▪ Determine coastal area values through community engagement:                             <ul style="list-style-type: none"> <li>• Recreational</li> <li>• Social</li> <li>• Economic</li> <li>• Environmental</li> <li>• Cultural</li> </ul> </li> <li>▪ Build community awareness of the project.</li> <li>▪ Determine the requirement of community workshops - based on level of engagement from respective townships.</li> <li>▪ Obtain information and data for consideration in the project.</li> <li>▪ Build Council capacity to participate in the project.</li> <li>▪ Determine project governance including internal groups such as the:                             <ul style="list-style-type: none"> <li>• Project Steering Group</li> <li>• Project Control Group</li> <li>• Technical Working Group</li> </ul> </li> </ul>

ITEM 2.1 - COASTAL HAZARD ADAPTATION STRATEGY (CHAS) - STAKEHOLDER ENGAGEMENT AND COMMUNICATION PLAN - A20707452 (Cont.)



Phase	Key deliverables	Engagement method	Engagement objectives
2	Scoping Report Estimate the resources required to complete the CHAS	Internal Workshops Direct stakeholder engagement	Workshops attended by the Technical Working Group to discuss the scope of the project and the resources required.  Direct consultation with key state agencies and providers of key assets and utility services to inform the development of the Coastal Hazard Scoping Study. This will provide an initial view of community opinion and potential for collaboration.  Introduce specific CHAS branding for use in all future media releases, social media, website and internal and external communication related to the CHAS
3	Storm Tide Model Report Erosion Prone Area Model Report Identification of coastal hazards areas Publish spatial maps of coastal hazard areas through Council Flood Viewer update	Internal workshops Direct stakeholder engagement Media release Background Information Repository Education activities - stakeholder group briefings Community updates	Continue consultation from Phase 2.  Communicate key technical findings internally within Council.  Communicate technical findings with key stakeholders.  Update CHAS webpage to communicate key findings from each phase on Council website.  Provide hazard mapping.  Provide educational materials on coastal hazards/mitigation. Seek opportunities to provide interested community groups education on coastal hazards to support future phases engagement activities.  Workshops attended by Technical Working Group.



ITEM 2.1 - COASTAL HAZARD ADAPTATION STRATEGY (CHAS) - STAKEHOLDER ENGAGEMENT AND COMMUNICATION PLAN - A20707452 (Cont.)



Phase	Key deliverables	Engagement method	Engagement objectives
4	<p>Spatial maps of at-risk assets</p> <p>Database of at-risk assets and community value they provide</p>	<p>Direct stakeholder engagement</p> <p>Project newsletter</p>	<p>Project newsletter describes the outcomes of Phase 1 online survey and defines how assets within the study area have been determined based on the community value they provide:</p> <ul style="list-style-type: none"> <li>• Recreational</li> <li>• Social</li> <li>• Economic</li> <li>• Environmental</li> <li>• Cultural</li> </ul> <p>Project newsletter identifies future community workshops and how to register interest.</p> <p>Internal stakeholders and external asset owners are aware that their assets are at risk from current and future coastal hazards.</p> <p>Confirmation that CHAS will identify future coastal hazard risk exposure relevant to internal stakeholders and external asset owners.</p> <p>Asset owners and managers are aware of the community values their assets contribute to.</p>

ITEM 2.1 - COASTAL HAZARD ADAPTATION STRATEGY (CHAS) - STAKEHOLDER ENGAGEMENT AND COMMUNICATION PLAN - A20707452 (Cont.)



Phase	Key deliverables	Engagement method	Engagement objectives
5	Coastal Hazards Risk Assessment Report Educational factsheets Summary of stakeholder feedback	Internal workshops Technical consultant engagement Background information repository Social media Direct stakeholder engagement Community updates Community workshops (minimum 3 - Redcliffe, Beachmere, Pumicestone Passage) Community Reference Group (Session 1) Education activities	Establish a Community Reference Group (CRG). The CRG should have a role in all subsequent phases of the CHAS, however, members should be reviewed and refined depending upon the stage. Engagement with CRG members may involve workshops, review of materials prior to their public use or communication via online forum.  Carry out community workshops to determine the community's tolerance to risk based on current and future coastal hazards.  Internal workshops with Technical Working Group.  Education activities with external stakeholders to support them understanding coastal hazard risk and prepare them to assist in identifying adaptation options in Phase 6.  Continued consultation with key stakeholders.

ITEM 2.1 - COASTAL HAZARD ADAPTATION STRATEGY (CHAS) - STAKEHOLDER ENGAGEMENT AND COMMUNICATION PLAN - A20707452 (Cont.)



Phase	Key deliverables	Engagement method	Engagement objectives
6	Proposed Adaptation Options Report Summarise stakeholder feedback	Internal workshops Email/online engagement Technical consultant engagement Social media Community workshops (minimum 3 - Redcliffe, Beachmere, Pumicestone Passage) Community Reference Group (Session 2) Education activities Community updates	Engage technical and policy experts in addition to the Moreton Bay Community to help identify feasible options to reduce risks.  Seek to understand the community's acceptance of proposed options.  Update Council Facebook page with links to more information on proposed adaptation options.  Workshop attended by CRG.  Public information sessions which encourage feedback on the anticipated economic, social and environmental threats posed by the coastal hazards that have been identified and the mitigation options that have been identified.
7	Appraisal Outcomes Report Multi-criteria Analysis (MCA) Cost-benefit Analysis (CBA) Summarise stakeholder feedback	Internal workshops Online survey (Phase 6/7) Project newsletter Direct stakeholder engagement Community updates Community Reference Group (Session 3)	Incorporate the community's feedback on proposed adaptation options through prioritisation preference indicated through the online survey, CRG and direct stakeholder engagement.  Provide registered stakeholders an update through a project newsletter to provide information on how prioritisation of adaptation options is occurring.  Workshops attended by Technical Working Group to discuss MCA/CBA and stakeholder feedback.  Update Council Facebook page with links to more information on the MCA/CBA.

ITEM 2.1 - COASTAL HAZARD ADAPTATION STRATEGY (CHAS) - STAKEHOLDER ENGAGEMENT AND COMMUNICATION PLAN - A20707452 (Cont.)



Phase	Key deliverables	Engagement method	Engagement objectives
8	<p>Collate and summarise findings from all previous phases</p> <p>Living Coast Strategy (draft Coastal Hazard Adaptation Strategy)</p> <p>Implementation strategy</p>	<p>Community workshops (minimum 3 - Redcliffe, Beachmere, Pumicestone Passage)</p> <p>Community Reference Group (Session 4)</p> <p>Social media</p> <p>Media Release</p> <p>Background information repository</p> <p>Pop up information sessions</p>	<p>Media release to announce minimum 28-day consultation period for the draft CHAS and outline the main findings from the previous phases.</p> <p>Update webpage with a full report on all submissions received and Council's response.</p> <p>Update Council Facebook page with links to more information on the findings of the previous phases and how the public can comment on the draft CHAS.</p> <p>Community workshops and CRG to provide an opportunity for Stakeholders to have their say on draft CHAS.</p> <p>Pop up information sessions to give an opportunity to general public that may not have been engaged in the project previously an opportunity to have their say on draft CHAS.</p>



## 7 EVALUATION

Evaluation of the project at key points will enable a risk-based approach to the engagement. This evaluation will provide feedback and improvements for the next phase and allow the team to adjust the communication activity in response to community concerns and focus areas.

This evaluation process will be informed by a database which tracks engagement activities, numbers of attendance and key issues and outcomes. A summary of comments and actions will be captured, including the response. Interim consultation reports will be developed potentially for public release. A final consultation document, summarising all comments and response will be published at the end of the CHAS.

A best practice approach has been provided below which will guide the evaluation of the communication materials and activities which will be developed for the project.

Table 7-1 Evaluation Criteria

Best practice engagement principle	Assessment criteria
Clear, accurate, relevant and timely	Use of plain English
	Clear and concise content that is easy to understand
	Clear document navigation and logical and concise documentation
	Clear and realistic timeframes and expectations set for stakeholder and landholder input
	Tailored and relevant information dependent on issue and stakeholder and landholder group
Accessible and inclusive	Use of a tailored range of methods and mediums that considers a variety of stakeholder and landholder preferences and lifestyles
	Access to relevant information is sufficient
	Highly technical information is explained in a way that allows stakeholders and landholders to gain understanding
	Communication material is engaging and compels the reader to engage or seek further information e.g. material uses visual aids and diagrams to convey message
	Communication material encourages informed feedback and discussions from stakeholders and landholders
Transparent and open	The purpose of the tool, technique or activity is clearly communicated
	Clear communication on how input will be used (if relevant)
Responsive and accountable	Common concerns raised by stakeholders and landholders are addressed and are easy to find and understand
	Communication is proactive, keeps stakeholders and landholders informed, and drives positive perceptions of the organisation
	Stakeholder and landholder questions and concerns are responded to in a timely fashion, and methods and mediums facilitate two-way dialogue and information transfer
	Communication is flexible
	The organisation has a high level of control over the communication material and how and where it is used
Consistent and appropriate	Tool, technique or activity aligns to engagement goal or purpose
	Messaging is consistent
	Communication is cost efficient
	Resources (staff and external production requirements) are appropriate for its intended use and cost
Meets legislative requirements	Communication meets the legislative requirements for land access and the Environmental Impact Assessment process



## APPENDIX A STAKEHOLDER ANALYSIS



## A-1 Internal Council Departments

Position	COUNCIL Department/Unit	Role in the Project and Key Inputs
Chief Executive Officer	CEO Office	LGAQ Liaison
Director	Infrastructure Planning	Steering Committee Member
Director	Engineering, Construction & Maintenance	Steering Committee Member
Director	Planning	Steering Committee Member
Director	Finance & Corporate Services	Steering Committee Member
Councillor	Division 1	Steering Committee Chair
Councillor	Division 6	Steering Committee Member
Manager	Strategic Infrastructure Planning	Project Control Group Chair
Coordinator Drainage, Waterways and Coastal Planning	Drainage Waterways & Coastal Infrastructure Planning	Project Control Group Member
Manager	Community Engagement	Project Control Group Member
Coordinator	Disaster Management	Project Control Group Member
Coordinator	Environmental Planning & Policy	Project Control Group Member
Manager	Development Services	Project Control Group Member
Manager	Strategic Planning and Place Making	Project Control Group Member
Manager	Asset Management	Project Control Group Member
Lead Engineer	Coastal Infrastructure Planning	Technical Working Group Member
Lead Engineer	Floodplain Management	Technical Working Group Member
Senior Officer	Asset Management	Technical Working Group Member
Senior Officer	Development Services	Technical Working Group Member
Senior Officer	Environmental Services	Technical Working Group Member
Senior Officer	Strategic Infrastructure Planning	Technical Working Group Member
Senior Officer	Disaster Preparedness	Technical Working Group Member
Senior Officer	Transport Planning	Stakeholder
Senior Officer	Active Transport Planning	Stakeholder
Principal Infrastructure Planner - Environment	Strategic Infrastructure Planning	Stakeholder
Senior Officer	Park & Recreation Planning	Stakeholder
Senior Officer	Capital Program Planning	Stakeholder
Senior Officer	Project Management	Stakeholder
Senior Officer	Parks & Reserve Maintenance	Stakeholder
Coordinator	Planning Scheme	Stakeholder



Position	COUNCIL Department/Unit	Role in the Project and Key Inputs
Coordinator	Urban Design & Place Making	Stakeholder
Senior Officer	Property Services	Stakeholder
Senior Officer	Community Services	Stakeholder
Coordinator	Strategic Infrastructure Planning	Stakeholder

## A-2 External Stakeholders

Grouping	Organisation
Utilities	Seqwater
	Unity Water
	Energy Queensland
	Powerlink
	APA Group
	NBN Co
	Telstra
	Optus
Local Government	Brisbane City Council
	Sunshine Coast Council
Progress Associations	Bribie Island Community Association
	Redcliffe Progress Association
	Deception Bay Progress Association
	Sandstone Point Progress Association
	Donnybrook Progress Association
	Woorim Progress Association
	Palm Lake Resort Residents Association
	Burpengary Progress Association
Resident Groups	Friends of Woorim
	Moreton Bay Communities Alliance
	Sandstone Point Community Association
	Beachmere Residents Action Group
	Beachmere (BANG)
	Pacific Harbour Residents Community Association
	Toorbul Progress Association Inc
	Ningi Residents Group
	North Pine Residents Association
	Bribie Gardens Waterways Inc
	Dohles Rock Village Association



# Moreton Bay Regional Council

GENERAL MEETING - 519  
12 November 2020

PAGE 41  
Supporting Information

ITEM 2.1 - COASTAL HAZARD ADAPTATION STRATEGY (CHAS) - STAKEHOLDER ENGAGEMENT AND COMMUNICATION PLAN - A20707452 (Cont.)



	Moreton Bay Eco-alliance
	Residents Action Group (Redcliffe, Pine Rivers Branches)
	Save Redcliffe
	Newport Waterways Property Owners Association
	Redcliffe Residents against COUNCIL Planning Scheme
Emergency Services	Queensland Police (Moreton & Pine Rivers Regions)
	Queensland Fire and Emergency Services
	Local Ambulance Service Network (Metro North Brisbane)
	Rural Fire Service Caboolture Area
	Moreton Bay Region SES Unit
	Bribie Island State Emergency Service
Community Groups	Surf Life Saving Clubs
	Woorim Surf Life Saving Club
	Bribie Island Surf Life Saving Club
	Surfers (Kite, wind and wave)
	Woorim Neighbourhood Watch
	Bushcare/groups
	4WD groups
	Bribie Island nature group
	Bribie Island Environmental Protection Association
	Fishermen
	Yachties
	Schools
Environmental Groups	Woorim Beach Erosion Reference Group comprising:
	Bribie Island Environmental Protection Association Inc
	Friends of Woorim Beach
	Woorim Neighbourhood Watch
	Bribie Island Community Association
	Queensland Wader Study Group
Canal Owners	Bribie Gardens Waterways Association
	Newport Waterways Property Owners Association
	Pacific Harbour Canal Property Owners Association
Real Estate Agents	Real Estate Institute of Queensland
	Real Estate Institute of Queensland Redcliffe (chair)
Insurance	Insurance Council of Australia
Chambers of Commerce	Commerce Caboolture
	Bribie Island Chamber of Commerce
	Redcliffe City Chamber

# Moreton Bay Regional Council

GENERAL MEETING - 519  
12 November 2020

PAGE 42  
Supporting Information

**ITEM 2.1 - COASTAL HAZARD ADAPTATION STRATEGY (CHAS) - STAKEHOLDER ENGAGEMENT AND COMMUNICATION PLAN - A20707452 (Cont.)**



	Commerce and Industry Redcliffe Peninsular
State Government	Department of Environment and Science
	Department of Natural Resources, Mines and Energy
	Department of State Development, Tourism and Innovation
	Queensland Reconstruction Authority
	Queensland Government Investment Portal
	Queensland Rail
	Department of Transport and Main Roads
Federal and State Government Representatives	State Member for Pumicestone
	Federal Member for Longman
	State member for Bancroft
	Federal Member for Petrie
	State Member for Redcliffe
	State Member for Murrumba
Universities	University of Sunshine Coast (Petrie Campus)
	University of Sunshine Coast (Caboolture Campus)
	Griffith University
Community Catchment Groups	Bribie Island Environmental Protection Association (BIEPA)
	Redcliffe Environmental Forum (REF)
	Coochin Creek Bushland Group
	Dugong Collective
	Friends of CREEC
	Friends of Deception Bay Conservation Park
	Friends of Lagoon Creek
	Friends of Redcliffe Botanical Gardens
	Friends of Woorim beach
	Healthy Land and Water
	Mango Hill North Lakes Environment Group (MHANLEG)
	Moreton Bay Eco-Alliance
	Night Eyes Water and Landcare Inc
	Pine Rivers Catchment Management Association (PRCA)
	Pumicestone Passage and Catchment Network
Pumicestone Region Catchment Coordinating Association	
Councillors	Mayor Peter Flannery
	Division 1 – Cr Brooke Savige
	Division 2 – Cr Mark Booth
	Division 3 – Cr Adam Hain
	Division 4 – Cr Jodie Shipway

# Moreton Bay Regional Council

GENERAL MEETING - 519  
12 November 2020

PAGE 43  
Supporting Information

ITEM 2.1 - COASTAL HAZARD ADAPTATION STRATEGY (CHAS) - STAKEHOLDER ENGAGEMENT AND COMMUNICATION PLAN - A20707452 (Cont.)



	Division 5 – Cr Sandra Ruck
	Division 6 – Cr Karl Winchester
	Division 7 – Cr Denise Sims
	Division 8 – Cr Mick Gillam
	Division 9 – Cr Cath Tonks
	Division 10 – Cr Matthew Constance
	Division 11 – Cr Darren Grimwade
	Division 12 – Cr Tony Latter
Media	Caboolture Herald
	North Lakes Times
	North Lakes News
	Pine Rivers Press
	Redcliffe and Bayside Herald
	Moreton Daily
	Dolphins News
	Hills Echo
	Dayboro Grapevine
	Feature Magazine
	Bribie Weekly
	Courier Mail
	101.5FM
	99.7 Bridge FM
Social Media	COUNCIL LinkedIn
	Beachmere Community News Facebook group
	Our Bribie Island Facebook group
Newsletters	PD News (COUNCIL Planning and Design Newsletter)

ITEM 2.1 - COASTAL HAZARD ADAPTATION STRATEGY (CHAS) - STAKEHOLDER ENGAGEMENT AND COMMUNICATION PLAN - A20707452 (Cont.)



A-3 Stakeholder Risk Analysis

Stakeholder Group	Directly affected (Y or N)	Interest level - low, med or high	Impact level - low, med or high	Behaviour affected/ concerns / interests	Anticipated Stakeholder preferences for engagement – e.g. online, hard copy, face-to-face	Communication channels/ tactics/ tools/techniques to be employed
Residents	Y	H	H	Impact and resilience of property and local environment	Face-to-face Online Hard copy materials	Continuous engagement Event based engagement Targeted event engagement Media led engagement
Property Owners	Y	H	H	Impact and resilience of property and local environment	Face-to-face Online Hard copy materials	Continuous engagement Event based engagement Targeted event engagement Media led engagement
Business Owners	Y	H	H	Organisational interests Impact and resilience of property and infrastructure	Face-to-face Online Hard copy materials	Continuous engagement Event based engagement Targeted event engagement Media led engagement
Community Members	Y	H	H	Impact and resilience of property and local environment	Face-to-face Online Hard copy materials	Continuous engagement Event based engagement Targeted event engagement Media led engagement
Indigenous & Native Title Groups	Y	H	H	Impact and resilience of local environment	Face-to-face Online Hard copy materials	Continuous engagement Targeted event engagement

## Moreton Bay Regional Council

GENERAL MEETING - 519  
12 November 2020

PAGE 45  
Supporting Information

*ITEM 2.1 - COASTAL HAZARD ADAPTATION STRATEGY (CHAS) - STAKEHOLDER ENGAGEMENT AND COMMUNICATION PLAN - A20707452 (Cont.)*



Stakeholder Group	Directly affected (Y or N)	Interest level- low, med or high	Impact level – low, med or high	Behaviour affected/ concerns / interests	Anticipated Stakeholder preferences for engagement – e.g. online, hard copy, face-to-face	Communication channels/ tactics/ tools/techniques to be employed
Youth (18-24)	Y	M	H	Future property owners and decision makers	Face-to-face Online Hard copy materials	Continuous engagement Event based engagement Targeted event engagement Media led engagement
Residents Groups	Y	M	M	Impact and resilience of property and local environment	Face-to-face Online Hard copy materials	Continuous engagement Event based engagement Targeted event engagement Media led engagement
Community Catchment Groups	N	H	M			
Environmental Groups	N	H	M			
Progress Associations	Y	H	M			
Emergency Services	Y	M	M			
Community Groups	Y	H	H			
Canal Property Owners	Y	H	H			
Real Estate Agents	N	L	L	Hazard resilience	Face-to-face briefings and workshops Online	Targeted event engagement Event based engagement
Insurance	Y	M	M	Organisational interests Impact and resilience of property and infrastructure	Face-to-face briefings and workshops Online	Targeted event engagement Event based engagement
Chambers of Commerce	N	M	L	Organisational interests Impact and resilience of property and infrastructure	Face-to-face briefings and workshops Online	Targeted event engagement Event based engagement

## Moreton Bay Regional Council

GENERAL MEETING - 519  
12 November 2020

PAGE 46  
Supporting Information

*ITEM 2.1 - COASTAL HAZARD ADAPTATION STRATEGY (CHAS) - STAKEHOLDER ENGAGEMENT AND COMMUNICATION PLAN - A20707452 (Cont.)*



Stakeholder Group	Directly affected (Y or N)	Interest level - low, med or high	Impact level - low, med or high	Behaviour affected/ concerns / interests	Anticipated Stakeholder preferences for engagement – e.g. online, hard copy, face-to-face	Communication channels/ tactics/ tools/techniques to be employed
Industry	N	M	M	Organisational interests Impact and resilience of property and infrastructure	Face-to-face briefings and workshops Online	Targeted event engagement Event based engagement
Utilities	Y	H	M	Organisational interests Impact and resilience of property and infrastructure	Face-to-face briefings and workshops Online	Targeted event engagement Event based engagement Fixed installation
Local Government Association of Queensland (LGAQ)	N	H	H	Organisational interests	Face-to-face briefings and workshops Online	Targeted event engagement
Universities / Research / Policy	N	M	M	Organisational/member interests	Face-to-face briefings and workshops Online	Targeted event engagement
Neighbouring Councils	N	M	M	Organisational interests	Face-to-face briefings and workshops Online	Targeted event engagement
Council staff	Y	M	M	Departmental/organisational interests	Face-to-face briefings and workshops	Targeted event engagement
QLD State Government Departments	Y	H	H			
Federal authorities/organisations	Y	M	M			
Council Councillors	Y	H	H	Elected representative Electorate	Face-to-face briefings and workshops	Targeted event engagement
State MPs	Y	H	H			
Federal MPs	Y	H	H			

## Moreton Bay Regional Council

ITEM 2.1 - COASTAL HAZARD ADAPTATION STRATEGY (CHAS) - STAKEHOLDER ENGAGEMENT AND COMMUNICATION PLAN - A20707452 (Cont.)



Stakeholder Group	Directly affected (Y or N)	Interest level - low, med or high	Impact level - low, med or high	Behaviour affected/ concerns / interests	Anticipated Stakeholder preferences for engagement – e.g. online, hard copy, face-to-face	Communication channels/ tactics/ tools/techniques to be employed
Caboolture Herald	N	H	M	Media outlet reporting project details, consultation activities and community sentiment.	Face-to-face, targeted media communication	Media led engagement Media releases Invitation to participate in key engagement activities
North Lakes Times	N	H	M			
Caboolture News	N	H	M			
Pine Rivers Press	N	H	M			
Redcliffe and Bayside Herald	N	H	M			
Moreton Daily	N	H	M			
101.5FM	N	H	M			
Hills Echo	N	L	L			
Bribie Weekly	N	H	M			
North Lakes Messenger	N	H	M			
Courier Mail	N	H				



## APPENDIX B ENGAGEMENT TOOLS



*ITEM 2.1 - COASTAL HAZARD ADAPTATION STRATEGY (CHAS) - STAKEHOLDER ENGAGEMENT AND COMMUNICATION PLAN - A20707452 (Cont.)*



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