



2023

Core Values Awards



*Australasia
Showcase*

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Category

Research Award

Entry Title

Moreton Says: Hearing the missing voices

Raising awareness of the program and the critical issues it would address has been key to attracting, retaining and organically growing the participant base.

Moreton Says is a comprehensive longitudinal survey series of community issues and priorities delivered by Moreton Bay Regional Council (MBRC). It has achieved the dual goals of establishing an evidence base for community-centric decision making and starting the process of rebuilding trust and relationships between Council and its communities.

Highlights

The three-year program establishes regular points of contact with communities and provides longitudinal research in their values and priorities through:

- Ongoing internal engagement and collaboration across Council teams.
- An extensive hybrid digital and face-to-face engagement program.
- Regular surveys with core elements that are tracked over time.
- A publicly available dashboard of survey results.

Outcomes

The outcomes can be seen in the number of Council projects responding to community views and priorities, the use of qualitative information to change how Council communicates, and major policy position changes including embracing climate change action and establishing a strong position on the issue.

Council officers regularly access and filter data about community preferences and issues to support their planning and decision making. Community members are also able to use the publicly available data for anything from providing better community services to supporting grant applications.

The community engagement and relationship building element is a critical factor to the success of the *Moreton Says* program. Faced with low trust levels in the community, the first year of the program focused on reconnecting face-to-face and then continually demonstrating how results were being used.



Category

Organisation of the Year

Entry Title

Share your thoughts. Shape our future – Engaging Wannon

We're really proud that customer and community engagement is now deeply embedded in shaping and achieving strategic and practical outcomes at Wannon Water.

2017, Wannon Water began a journey toward best practice engagement to become a truly customer-centric organisation. Having just delivered engagement for our 2018-23 Price Submission, a five-year plan setting out our priorities, services and prices, we recognised the need for a more structured way of prioritising two-way engagement and embedding customer insights into how we do business. And that would require significant cultural change.

Highlights

By developing our own definition of engagement and a practical Community Engagement Framework, we have embedded a proactive, genuine approach to understanding our customers' needs and expectations, and using those insights to make better decisions for our business, our customers and Southwest Victoria.

We have upskilled our project managers in engagement design and facilitation, and established a consistent, inclusive annual engagement program to ensure our customers and communities are involved in our decisions that affect them.

Outcomes

- From 2018-2022, this program captured over 7,700 instances of engagement (17% of our total customer numbers), providing insightful feedback from different stakeholder groups and locations.
- It has been recognised positively by our customers, stakeholders and regulators.
- Instrumental in developing our 2023-28 Price Submission, which received the Essential Services Commission's highest possible rating for engagement.





Category

Project of the Year

WINNER

Entry Title

Brisbane Metro project – Delivering an inclusive public transport solution

Through a co-design process with accessibility representatives, the vehicle design not only exceeds compliance with relevant accessibility acts and standards but reflects the diverse needs and feedback of the community.

Brisbane City Council is committed to ensuring Brisbane is an accessible city for everyone by providing equitable high-quality public transport. Through the \$1.7 billion Brisbane Metro project, Council has worked collaboratively with the accessibility sector through a unique co-design process.

Formed in 2019, the Brisbane Metro Accessibility Working Group (BM-AWG) includes accessibility advocates and residents with lived experience and interests in mobility, disability services and hearing and sensory impairments. The group provides strategic advice, informing accessibility outcomes for the metro vehicle design, infrastructure designs and customer experience.

Highlights

The BM-AWG played a critical role in decision-making by:

- Testing virtual 3D designs and a life-size physical mock-up of the vehicle, structurally evolving the initial design of the pilot metro.
- On-board testing of the pilot metro identifying further design enhancements that were implemented across the fleet.
- Reviewing key documents that informed project design elements, including bus station designs and customer support information including wayfinding and signage.

Outcomes

More than 35 design changes have been implemented and will be rolled out across the metro fleet (60 vehicles):

- Increasing the onboard mobility bays to three in the first passenger compartment and increasing size of mobility bays to improve manoeuvrability for people using mobility devices.
- Increasing the number of priority seats from 8 to 10.
- Introducing an automated on-request ramp at the first passenger door.
- Repositioning of the dynamic route map in the first compartment to increase visibility from the mobility bays.
- Additional audio messages to support vision impaired users to be aware if the automatic ramp is being deployed.
- Varying railing positions and help points at different heights providing options for people with varying dexterity abilities.



KOI TŪ:
THE CENTRE FOR
INFORMED FUTURES

Watercare



Category

Project – Planning

WINNER

Entry Title

Citizens' Assembly on the next source of water for Tāmaki Makaurau/Auckland

We hope to inspire and encourage similar processes across Aotearoa/New Zealand, fostering better engagement and more inclusive and effective decision-making.

Our project was the first fully empowered citizens' assembly in Aotearoa/New Zealand. A diverse group of Aucklanders came to a consensus on the next source of water for our city, against a backdrop of increasingly divisive conversations about water reform and governance in our country. The assembly was designed and conducted in collaboration between a university research centre and a water utility and involved mana whenua (Māori who have historic and territorial rights over the land) in a decision that will have a significant (and we believe strongly positive) impact on the future of our city.

Highlights

- Everyday people can make complex decisions which are traditionally delegated to experts. A diverse set of Aucklanders were brave enough to make the best choice for present and future generations.
- Deliberative democracy has enormous value and potential for public participation and decision-making in Aotearoa/New Zealand.
- Key to the success was strong support from Watercare leadership who believed in the potential of the process and offered the mandate to citizens to decide on behalf of their communities.

Outcomes

Our objectives were clear: find a resilient, trustworthy water source from within our own region, involve the public in the decision-making process, and demonstrate the value of deliberative democracy in Aotearoa/New Zealand.

Over two months, assembly members deliberated, learned, and consulted experts. Ultimately, they recommended direct recycled water as Auckland's next source. This choice offered cost-effectiveness, a lower environmental footprint, energy efficiency, and a relatively drought-resistant water supply. The assembly's decision showed greater courage than traditional decision-makers might have chosen on behalf of the public. All the recommendations were accepted, and implementation based on the assembly's recommendation is already underway.





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Category

Project – Planning

Entry Title

Inner Spark

HIGHLY COMMENDED

Brisbane City Council's Inner Spark engagement program secured remarkable community engagement and development outcomes, empowering inner-city residents, and generating over 2,000 transformational ideas for the future of Brisbane.

Brisbane City Council's Inner Spark engagement program secured remarkable community engagement and development outcomes, empowering inner-city residents, and generating over 2,000 transformational ideas for the future of Brisbane. It was creative, bold, aspirational and exciting, and community feedback has helped shape the four pillars and future directions of the recently released Brisbane's Inner City Strategy to help drive the evolution of Brisbane as a liveable city and destination on the world stage.

Outcomes

1. Distinct community investment in the revitalisation of the Brisbane inner-city, as demonstrated by the submission of 1,348 total ideas from the community and 30,000 combined votes on big ideas and community ideas, derived both online and with the input of 6,760 in-person attendees.
2. Almost 700,000 impressions across Council's social and external media despite the impacts of the social media blackout for the passing of Queen Elizabeth II.

3. Consideration of a diversity of opinion through engagement with a board cross-section of the community, including 15 unique primary stakeholder groups, and Brisbane's youth community (who were responsible for the submission of 451 community ideas).
4. Targeted investment in the inner-city community, with 25% of feedback representing residents within a 5km radius of the CBD, and an overall comprehensive consideration of broader reaching Brisbane residents, with over 75% of Brisbane suburbs represented in the feedback data.

This project generated a wealth of high-quality and innovative insights and sets out a replicable framework for the co-development of community planning initiatives by industry stakeholders and community members.



Category

Project – Planning

Entry Title

Place naming for a brand new city – Waraba

HIGHLY COMMENDED

We hope to inspire and encourage similar processes across Aotearoa/New Zealand, fostering better engagement and more inclusive and effective decision-making.

What is in a name?

Moreton Bay region now has new suburbs in preparation for a whole new city. Council achieved this through Queensland's largest ever local government-initiated collaborative place naming process – the Caboolture West Place Naming Project.

Caboolture West is one of South-East Queensland's largest greenfield growth areas. Over the next 40 years, the semi-rural area is expected to grow to a city of 70,000 people. Council is proactively undertaking planning to manage this growth and support desirable, liveable and sustainable communities.

Highlights

Through a community-centric consultation process, Council engaged with the Queensland Department of Resources (administers the Place Names Act 1994), Traditional Custodians, developers, other key stakeholders and the community to identify suitable place names and boundaries for the new city and its first five suburbs prior to large scale development commencing.

Council wanted naming to happen early in the development process to ensure:

- authentic names for suburbs that residents
- connect with and could proudly call home.
- unique and meaningful place identities.
- addressing certainty for postal/delivery and emergency services.
- protection of existing community identities.

Outcomes

The new city name, Waraba, and the first of its surrounding suburbs – Lilywood, Wagtail Grove, Corymbia and Greenstone – were endorsed by the Minister for Resources and published in the Queensland Government Gazette on 14 April 2023.

The new suburb names:

- reflect the strong community preference to recognise Traditional Custodians and the natural environment of the area.
- are endorsed by the Kabi Kabi Traditional Custodians
- form a strong foundation for the identities of the emerging communities.





Category

Project of the Year

WINNER

Entry Title

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Powering a
Bright Future



Category

Project: Infrastructure (Planning and Design)

Entry Title

Collaborative, co-designed and youth-centred community benefit sharing

HIGHLY COMMENDED

This is the first time in Australia that a CBSP has been developed for a major transmission project.

TasNetworks and its engagement partner, RPS Group, delivered a unique, industry-leading co-design process to develop a Community Benefit Sharing Program (CBSP) for communities in North West Tasmania impacted by the proposed North West Transmission Developments (NWTd) infrastructure project.

Highlights

At the centre of this co-design process was a Youth Panel, with members aged 18-25 years from six affected local government municipalities, offering them, along with community members and stakeholders, the opportunity to strongly influence the development and implementation of the Program.

The Youth Panel were empowered to develop eligibility requirements and draft a CBSP framework to ensure the values, concerns and priorities of the local community were reflected in the benefits the program will deliver.

The co-design process included thorough engagement with the broader community, to inform the Youth Panel's thinking, and with stakeholders on the governance arrangements for the CBSP.

Outcomes

At the end of the co-design process the TasNetworks Board approved the Youth Panel's recommended CBSP eligibility requirements and stakeholders' preferred governance arrangements for the program's implementation.

This includes an Independent Community Assessment Panel to ensure TasNetworks' ongoing collaboration with the community as the CBSP is implemented. \$10M funding was committed by TasNetworks to implement the CBSP during the construction stage of the NWTd project and deliver a lasting positive legacy for communities.

This is the first time in Australia that a CBSP has been developed for a major transmission project. Given the rapidly changing energy market and the national need to develop significantly more transmission infrastructure, this unique and highly successful co-design process provides a template for other infrastructure providers to follow. It demonstrates that community members, including young people, when empowered and supported, can develop positive and sustainable outcomes that are reflective of community values, interests and priorities.





Category Project: Infrastructure (Planning and Design)

Entry Title Preston Open Space Advisory Panel: Collaborating with Community

HIGHLY COMMENDED

The Preston Open Space Advisory Panel (POSAP) set a new precedent granting an 11-member panel the opportunity to co-design specific areas of new open space created by removing four level crossings. The panel represented the diverse Preston community, including members from groups initially opposed to the project, residents, train passengers, local businesses, schools, community groups and a representative from City of Darebin Council.

Highlights

Throughout the six-month process the panel had an intense level of interest and engagement. Members discussed opportunities, shared ideas and provided feedback on how the new open spaces could be designed to reflect the character of Preston, facilitate social interaction and improve the local area.

Due to the many project site constraints and considerations, three key areas of open space were identified for discussion with POSAP. These designated POSAP areas were identified to ensure the process focused on areas where the panel could have the most influence.

The collaboration fostered between the local community and the Level Crossing Removal Project (LXRP) was successful and achieved its aim.



Outcomes

The feedback received was integral to the development of open spaces, making sure the area meets the needs of the local community. By working with Preston locals in a truly co-designed effort, we're confident that the new open spaces delivered what the local community asked for – green open spaces that can be used by everyone in Preston, are easy to get to and are safe.



Category Project: Infrastructure (Construction)

Entry Title Fitzsimons Lane Upgrade

WINNER



Major Road Projects Victoria (MRPV) is a Victorian government delivery agency tasked with delivering major road projects across the state including new roads, major arterial and freeway upgrades, bridges and rehabilitation works.

The Fitzsimons Lane Upgrade, a major project delivered by MRPV for the State Government, consisted of upgrading four intersections in Melbourne's northeast. The project included converting a large and complex roundabout at Main Road in Eltham, an area locally known as the 'Gateway to Eltham'. The project drew strong opposition from local action groups from the outset, who opposed the size and design of the proposed new intersection. Amidst protests, lobbying and calls to stop the project, the Fitzsimons Lane Upgrade Communications and Engagement team devised a strategy that saw opponents turn allies and public opinion shift from outrage to celebration, using the Involve, Consult and Empower levels of the IAP2 engagement spectrum.

Highlights

- 72% overall community satisfaction.
- 80% overall Stakeholder satisfaction.
- 90% of community felt listened to.
- 100% positive media sentiment by project end.
- 95% reduction in formal complaints.
- 25% reduction in overall project footprint through redesign in consultation with community.

- 6,000 trees planted – a 6-to-1 ration of those removed
- Delivery of a brand-new 'Gateway to Eltham', a community space not originally part of the project plan, devised through collaborating with fierce opponents.

Outcomes

- Diffusing community outrage and taking control of the project's narrative – measured by public sentiment from media articles and themes of stakeholder enquiries.
- Building productive relationships with community and key stakeholders – measured by the outcomes of stakeholder meetings.
- Effectively managing construction impacts with businesses and residents – measured by the results from stakeholder surveys as part of an established Key Performance Indicator (KPI) program.





Category

Project: Community Development

WINNER

Entry Title

Enabling public participation through the Community Wellbeing Advisory Forum

It has enhanced community cohesion, generated trust and identified 'wellbeing champions' in Alexandrina's communities.

Alexandrina Council ceased providing aged care services in July 2021 and commenced operating a Community Wellbeing team. This required different ways of working with our communities and establishing the direction and priorities for the team through the development of a Community Wellbeing Action Plan. As a new team we had an opportunity to develop a Plan that was reflective of our community's priorities and that our whole community had a stake in. Accordingly, its development process needed to reflect this.

Highlights

Through the Community Wellbeing Advisory Forum, 60 community members and Council staff collaborated on community engagement and development of the Plan.

Together we:

- Co-designed the engagement approach through peer-led conversations.
- Engaged with community members of diverse backgrounds, including those less likely to participate in Council's traditional consultation processes.
- Identified our community's strengths, needs, priorities and aspirations for wellbeing to inform the Community Wellbeing Action Plan.

Outcomes

The approach of open participation in the Forum and peer-led consultation allowed us to hear from over 600 people, some of whom wouldn't usually participate in Council consultations. Furthermore, it allowed deeper participation by residents in planning for the future for our Council and community. Community members had opportunities to be involved across the IAP2 spectrum from Inform through to Collaborate (to co-design and deliver the consultation and Plan).

The journey has built new relationships between community members of different ages, backgrounds and townships, as well as between Council and its communities. The process honoured the voices of different cohorts, as well as finding the common ground and shared aspirations. It has enhanced community cohesion, generated trust and identified 'wellbeing champions' in Alexandrina's communities.



Category

Project: Community Development

Entry Title

Melrose Park Community Development Project

JUDGES ENCOURAGEMENT AWARD

Melrose Park community becoming a more connected, vibrant place to live where residents feel a strong sense of belonging and connection to the area.

Our Melrose Park Community Development project was successful as it has resulted in the Melrose Park community becoming a more connected, vibrant place to live where residents feel a strong sense of belonging and connection to the area.

Highlights

By building a robust interconnected network of key stakeholders, we have strengthened the capacity of local community organisations in the area to deliver highly successful local events and initiatives for the community.

Investing substantial amounts of time into building strong working relationships with stakeholders has allowed us to successfully increase PAYCE's social capital within the Melrose Park community, earning the trust and cooperation of the community. These stakeholder relationships have built the foundation of our Melrose Park Community Development project by facilitating a two-way dialogue between the developers and the Melrose Park community. This has provided significant dividends to PAYCE's bottom line, resulting in a streamlined development process with fewer delays.

Outcomes

Finally creating and maintaining positive relationships with key stakeholder groups has created opportunities for future communication and regular meetings to receive feedback and develop solutions. Further, through active listening and working collaboratively with the community, we have developed a sponsorship budget for PAYCE to respond to the community's needs, investing over \$1 million into the Melrose Park community.



Category

Project: Health

Entry Title

Heart Safe Communities, equipping residents and communities to be first responders

HIGHLY COMMENDED

Through creating inclusive, engaging and culturally sensitive materials that specifically targeted the Melrose Park community, we were able to increase levels of engagement with the CALD community.

The Melrose Park AED Education and Awareness Program was successful in achieving its objective of training and educating the Melrose Park community. Results from the pre and post digital surveys show that residents now have an increased confidence to give CPR and use an AED if required. Residents also became more aware of where the AEDs are located in relation to their home, and they can identify the difference between a cardiac arrest and heart attack.

Highlights

Prior to the Melrose Park AED Education and Awareness Program, a previous attempt to connect with residents for free CPR training by the Michale Hughes Foundation was unsuccessful due to very low interest and enrolment numbers. As such, we were engaged to provide a strategy on the best approach to engage with the Melrose Park community. Through our engagement program, we were able to increase levels of interest and enrolment numbers, with a total of 32 registrations for the CPR and AED training sessions.

Furthermore, we were able to engage a wider audience and provide more residents with a baseline level of knowledge, with a total of 285 residents attending the Community BBQ events where short 15 minute AED and CPR demonstrations were given.

Outcomes

Throughout this program, we successfully identified and communicated effectively with the CALD population living in Melrose Park through the creation of multilingual content and use of Mandarin and Korean translators at community BBQ events. This is significant as it was previously identified that Melrose Park has a very high CALD population, which may have contributed to the low response to connect with residents for free CPR training.

Through creating inclusive, engaging and culturally sensitive materials that specifically targeted the Melrose Park community, we were able to increase levels of engagement with the CALD community.



Category

Project: Health

Entry Title

TALK ABOUT – gaining community insights to improve the primary care system

HIGHLY COMMENDED

TALK ABOUT demonstrates the PHN's community-informed and evidence-based approach to strengthening our local health system in a way that is sustainable, accessible and effective.

Darling Downs and West Moreton PHN's TALK ABOUT initiative is an ongoing engagement project that facilitates the valuable role of community input, advice and recommendation into the primary healthcare commissioning process. TALK ABOUT is run region-wide and aims to reach a diverse range of community members to inform the PHN's local health intelligence and inform the shaping of effective, accessible, and high-quality health services.

Highlights

Every three months, the TALK ABOUT topic is renewed to provide coverage across the health system. Each topic includes both an online survey and a series of Kitchen Table Discussions.

This format has been developed to maximise reach within the community with the goal of engaging with people in priority health populations who may have reduced trust in the system or low levels of access due to factors such as travel cost, internet access or disability access requirements.

Outcomes

The innovative model was originally introduced in early 2020 to add value and complexity to the PHN's Health Needs Assessment publication. In the three years since, the PHN has engaged the community on 14 health topics and has heard from over 2,200 people. TALK ABOUT insights are included in the 'What we Heard' documents back to the community, the PHN's Health Needs Assessment, the PHN's Commissioning Framework, and throughout many strategies and campaigns run by the PHN.

The creation of TALK ABOUT is an entirely created, owned and led by Darling Downs and West Moreton PHN.





The engagement on the Kura School sign led to the establishment of a successful national partnership between Te Mātāwai and Waka Kotahi.

Category Project: Indigenous WINNER

Entry Title He Tohu Huarahi Māori – how Māori language champions changed school traffic signs

He Tohu Huarahi Māori is a programme of work led by Te Mātāwai and Waka Kotahi NZ Transport Agency to enable the use of the Māori language on traffic signs across Aotearoa New Zealand.

The use of te reo Māori (the Māori language) on traffic signs will increase the visibility of te reo Māori and contribute to intergenerational transmission for whānau (family), hapū (sub-tribes), iwi (tribes) and all New Zealanders.

Highlights

Waka Kotahi needed to implement one sign early, so engaged a wide range of Māori audiences, including Te Mātāwai, the independent statutory entity that represents iwi (tribes) and Māori for the purposes of revitalising te reo Māori. Te Mātāwai led engagement with their own Board of iwi cluster representatives, working as community champions.

Outcomes

The programme has been successful because of the relationship with Te Mātāwai and the support they received from their te reo Māori language champions. Te Mātāwai led and fronted public engagement resulting in a successful public consultation, with 90% of submitters in favour of the sign. The Minister of Transport was then confident enough to enable the signs. Kura School signs are now being implemented across the country and have paved the way for a wider initiative which could lead to te reo Māori on more than 90 other traffic signs.

The engagement on the Kura School sign led to the establishment of a successful national partnership between Te Mātāwai and Waka Kotahi.

“Ko te reo te mauri o te mana Māori. The language is the life essence of Māori” – Sir James Henare.



The result of this engagement approach was a sense of community ownership of the Living Coast Plan and endorsement of the outcomes by some of MBRC's strongest former critics.

Category Project: Environment WINNER

Entry Title Moreton Bay's Living Coast Plan

Moreton Bay Regional Council (MBRC) worked collaboratively with its communities to develop a long term, comprehensive plan to adapt to coastal hazards and forecast climate change impacts. Given the community's low level of trust in the Council to manage coastal issues, the recent history of hazard impacts including coastal erosion and tidal inundation of communities, and the contentious nature of climate change planning, MBRC deliberately set out to include the community in a transparent, inclusive and collaborative planning process.

Highlights

The goal of engagement was to create informed and engaged communities whose understanding of coastal hazards brings an ability to respond to resilience. Through the development of the Living Coast Plan all parts of the Moreton Bay Community – Council, residents, businesses and service providers – are better prepared to respond to the challenges posed by coastal hazards.

The project started with extensive engagement to identify community values and priorities for coastal management, with more than 1,000 community members participating through in person events, a survey, and meetings with key stakeholder groups. A 12-person community Reference Group spent 30 hours in workshops and activities to embed local knowledge in development of the draft Living Coast Plan.

Outcomes

The public display period attracted 97 submissions through online tools, face-to-face events and a written submission process, which have been used to improve the final Plan. The result of this engagement approach was a sense of community ownership of the Living Coast Plan and endorsement of the outcomes by some of MBRC's strongest former critics. Local communities are involved and excited to support Council in implementing the Living Coast Plan actions.





Category

Project: Environment

Entry Title

C.Y. O'Connor Beach Erosion Consultation

SMART BUDGET AWARD

Australian first trial that garnered national attention, which will have a lasting positive impact not only on our community but on visitors to Cockburn from across Perth.

This project engaged a diverse range of participants and achieved significant outcomes, including an Australian first trial that garnered national attention, which will have a lasting positive impact not only on our community but on visitors to Cockburn from across Perth.

Highlights

With over 300 survey and workshop participants combined, the project boasted one of our highest response rates, ranking in the top 5% of 232 projects conducted on our engagement website. Over 100 participants attended the pop-up beach workshop, defying the public’s growing preference to participate online, and declining attendance at in person workshops.

To ensure meaningful engagement, the project employed innovative approaches such as incorporating placemaking into the community workshop, offering participation incentives, adopting a “go to the community” approach, and facilitating discussions with technical experts. These strategies transformed what is typically a dry and complex subject into a consultation that resonated with participants.

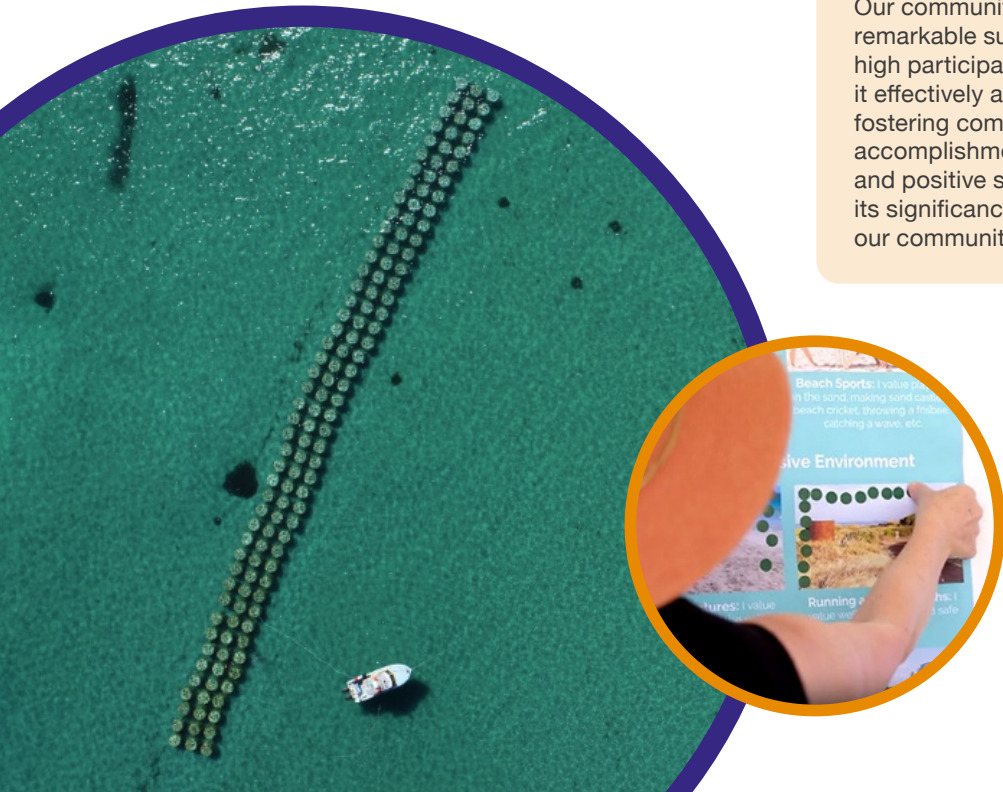
Lessons learned from this project underscore the importance of involving technical experts and using face-to-

face engagement methods to make information accessible and easy to understand. This collaborative effort within organisations, and at times, reduced reliance on broad-brushed methods like surveys, proved to be key in fostering meaningful engagement.

Genuine and early engagement laid the foundation for a unique and innovative way of responding to erosion challenges at C.Y. O'Connor Beach. The absence of a predetermined outcome allowed the community’s values and aspirations to shape the project’s direction. This empowered the project team to embark on an erosion reduction reef trial, aligning with the community’s vision for beach preservation.

Outcomes

Our community consultation project achieved remarkable success. Through innovative approaches, high participation levels, and tangible outcomes, it effectively addressed coastal challenges while fostering community involvement. The project’s accomplishments, including national media coverage and positive social media responses, highlight its significance in building a resilient future for our community.



Information on how to enter the
Core Values Awards can be found at
iap2.org.au/core-values-awards