

CLIMATE EMERGENCY RESPONSE PLAN

Engagement Plan

We acknowledge the Wadawarrung people, Traditional Owners of the lands that this plan seeks to protect. We pay our respects to Wadawarrung Elders, past, present and emerging.

Context

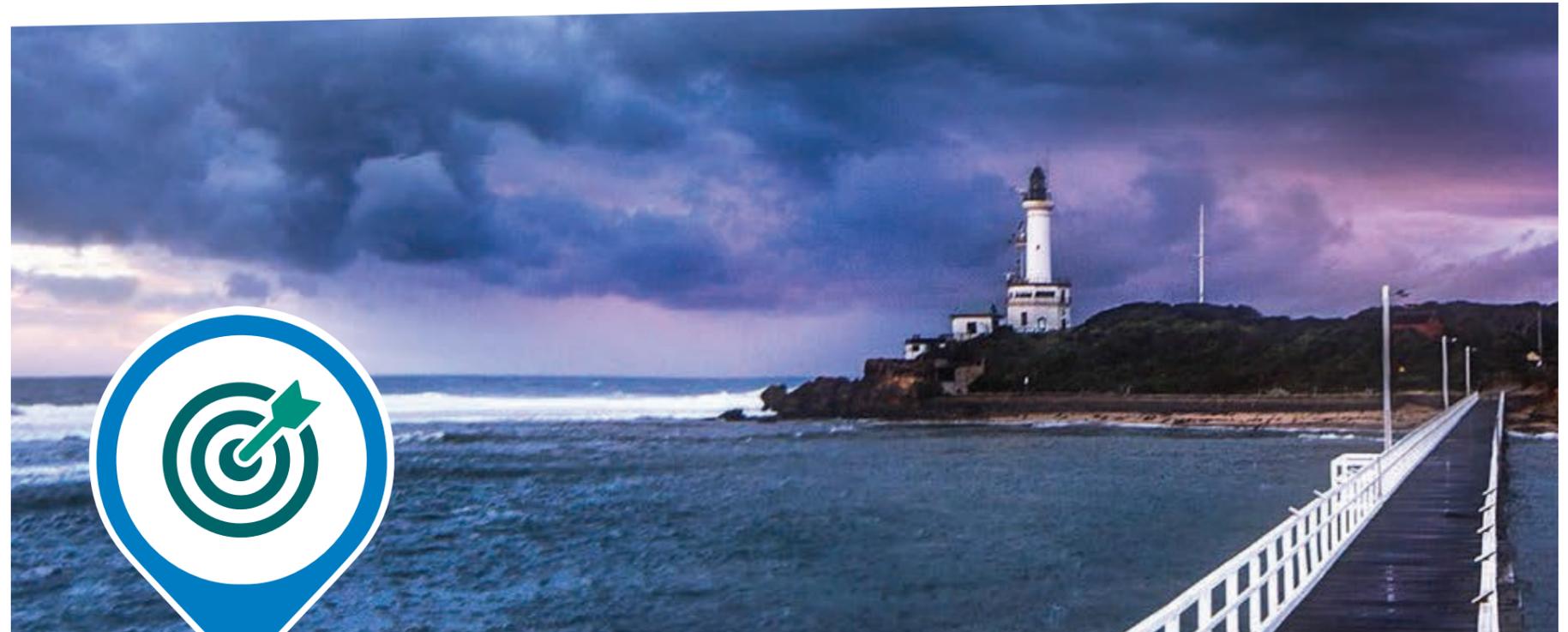
A climate emergency was declared by the Borough of Queenscliffe in December, 2019.

Local community members and groups raised significant concern about the effects of climate change, and lobbied Council to act. A petition of around 3000 signatures was included in this ground swell. The Borough of Queenscliffe has committed to listen to the community and to work in partnership to create a community-led Climate Emergency Response Plan (CERP).

This complex conversation seeks to harness the remarkable energy that the community generated in the lead up to the Borough's climate emergency declaration. It must consider diverse views and balance significant environmental, social and economic challenges, along with opportunities, within the region and across the globe.

A project working group made up of members from the Queenscliffe Climate Action Group (QCAG) and Council have codesigned a series of engagement activities to listen to diverse voices in the community which will inform the CERP.

This document outlines how you can have your say over the coming months to create a meaningful Climate Emergency Response Plan which initiates immediate and longer term actions.



Remit

Queenscliff and Point Lonsdale are now being affected by the impacts of climate change. We face an increasing risk from coastal inundation, sea level rise and bushfires. We need to act now.

What ambitious local action are we prepared to take together to protect our community and the special places we love?



Project Output

A community-led Climate Emergency Response Plan for Queenscliff and Point Lonsdale, underpinned by a strong partnership with the Borough of Queenscliffe, that guides Council and community action.

Project Success

What would a successful Climate Emergency Response Plan look like?

The plan supports the rapid mobilisation of all members of our community to become aware, engaged, resilient and adaptive to the climate emergency we are facing.

The plan is an ambitious climate emergency response blueprint for other Councils and communities to use in mitigating against, and responding to, the increasing impacts of the climate emergency.

The plan is integrated into Council's core business and into all decision making, budget and strategies. It informs and aligns with Council's Community Vision.

There has been meaningful community engagement that has been incorporated into the plan.

The plan empowers community members and Council with clear and measurable targets to take action and provides clear guidance on their roles and timelines for action.

The plan is alive and adaptable, constantly evolving to reflect a rapidly changing environment and society and changes in research and technology.

The plan is underpinned by an adaptive and vibrant Council and community working group which enables joint leadership, provides clear reporting and accountability structure and supports trust between community and Council.

The plan is supported by a compelling, engaging and accessible communications campaign.



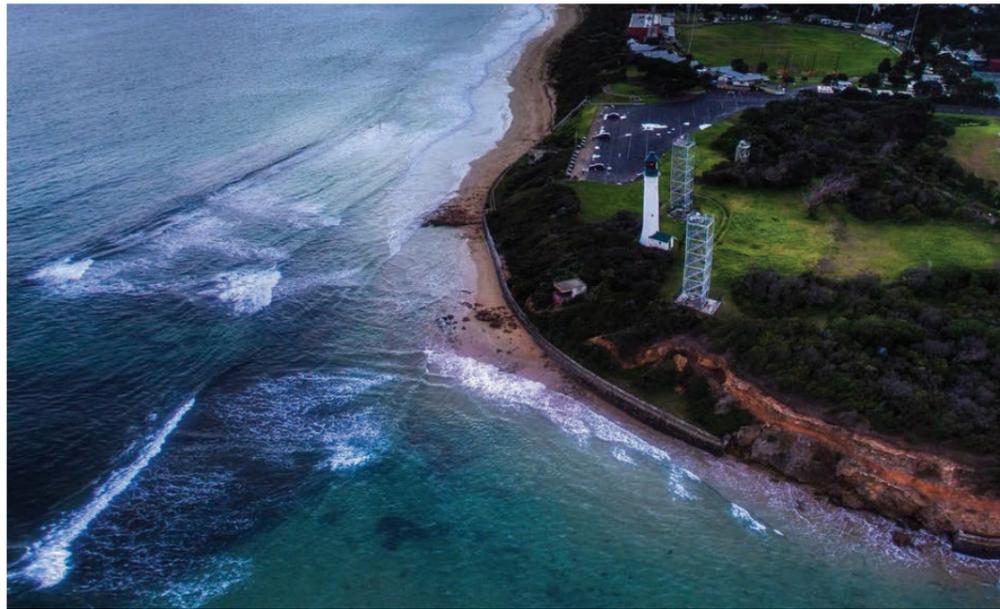
Level of Influence

The highest level of community influence in this project is:

EMPOWER

To place final decision making in the hands of the public.

(on the [International Association of Public Participation spectrum](#)).



Promises

The project working group promise to the community throughout this process is...



- We will listen to what you say
- We will document and record all inputs
- We will provide transparent, progress updates during the engagement process and report back on what we have heard
- We will base the final version of the Queenscliffe Climate Emergency Response Plan on the outcomes of the engagement process to the greatest extent possible
- Where the project working group cannot incorporate a recommendation from the engagement process, will explain why
- Council will integrate relevant priorities from the CERP into decision making and where they cannot, they will explain why

Engagement Scope

What the community is being invited to influence in the development of the Climate Emergency Response Plan.



NEGOTIABLES

Participants can influence

- Actions for Council, community and individually
- Priorities
- Adaptation and mitigation actions
- The strategic objectives of land use planning in the Borough



NON-NEGOTIABLES

Participants cannot influence

- Whether or not climate change is an issue - Council has declared a climate emergency
- Legislative requirements (e.g. Local Government Act, Climate Change Act 2017, Marine and Coastal Act)



People (who we will engage with)

CATEGORY	GROUP/COHORT	LEVEL OF INFLUENCE (IAP2 PUBLIC PARTICIPATION SPECTRUM) /DECISION MAKING
 <p>Project working group and Community Panel participants</p>	Queenscliffe Climate Action Group representatives	<p>EMPOWER - Decision-maker for community actions <i>To place final decision making in the hands of the community.</i></p>
	Borough of Queenscliffe staff	<p>EMPOWER - Decision-maker for Council actions <i>To place final decision making in the hands of the Council.</i></p>
	Community participants in community panel process Traditional Owners Primary and secondary school students	<p>COLLABORATE <i>To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.</i></p>
 <p>Important partners</p>	Community participants in wider engagement process	<p>CONSULT <i>To obtain public feedback on analysis, alternatives and/or decisions.</i></p>
	A wide range of important stakeholders will be consulted with including volunteer organisations, community groups, state government agencies and business groups. Comprehensive stakeholder mapping has been conducted which informs engagement activities.	



Engagement Objectives and Success Measures (objectives and evaluation approach)

OBJECTIVE (HIGH LEVEL)	TARGETS/EVIDENCE OF SUCCESS	METHODS OF MEASUREMENT (EVALUATION)
1 To inform the broader community and stakeholders of the climate emergency	<ul style="list-style-type: none"> The community is informed about implications of the climate emergency Information is clear, concise, relevant, easy to understand and suitable for the target audience Participants understand some of the current dilemmas, future opportunities and trade-offs A range of activities are offered 	<ul style="list-style-type: none"> Range of engagement activities held - number and range of engagement activities Measure of feedback and public debate – is it well understood?
2 To encourage a diverse range of people to contribute ideas to the plan	<ul style="list-style-type: none"> A tailored community engagement plan is developed to identify and engage key stakeholders A community panel is established with diverse representation of stakeholders and their advice is provided to the design team A range of activities are offered that enable diverse people to identify barriers to participation and steps that can be taken to remove these barriers, including the use of accessible communication materials 	<ul style="list-style-type: none"> Range of engagement activities held - number and range of engagement activities Stratification of the community panel Media/online commentary auditing Log of all community/stakeholder requests, questions and feedback kept and responded to during implementation
3 To engage the community to generate and prioritise ideas for action	<ul style="list-style-type: none"> A range of activities are offered A variety of ideas and priorities are developed 	<ul style="list-style-type: none"> Range of engagement activities held Audit of number of ideas from the process
4 To understand appetite for particular proposals (community panel)	<ul style="list-style-type: none"> The level of support for different proposals is gathered and included in the final report from the community panel process Outcomes include broader aspirations/ideas as well as prioritised recommendations 	<ul style="list-style-type: none"> Output from the community panel's process is reviewed
5 To provide an open, transparent process that builds understanding and trust	<ul style="list-style-type: none"> Engagement activities receive high levels of participation from a diverse audience Consensus-building is common and effective across all engagement stages Updates are communicated across a variety of platforms to reach the widest possible audience The final plan is clearly shaped by community input Council formally adopts the response plan and integrates it into other strategic planning 	<ul style="list-style-type: none"> Tracking of engagement activities offered Review of enquiry log Post-engagement survey Media/online commentary auditing Response to the community panel's recommendations published publicly
6 To ensure that the whole community feels a sense of ownership of the plan	<ul style="list-style-type: none"> A tailored community engagement plan is developed and made public Regular communication to the community Community members demonstrate a familiarity with the project and its aims Council and the community continue to engage with the plan over the long-term 	<ul style="list-style-type: none"> Response to the community panel's recommendations is published publicly Audit of channels through which the response document is released Media and social media monitoring and logging of public comment Post engagement survey



Roadmap



Potential engagement risks

RISK IDENTIFIED	ACTIONS TO MITIGATE RISK
Participation targets are not met	<ul style="list-style-type: none"> • Provide a range of ways people can participate • Increase communications to promote the engagement opportunities
An unstructured or confusing process loses trust	<ul style="list-style-type: none"> • Develop a clear and agreed roadmap of activities (structured approach) and share this roadmap regularly • If the plan changes, ensure reasons for the changes are clearly communicated
Information is unclear, making it difficult for people to participate meaningfully	<ul style="list-style-type: none"> • Provide clear and relevant information as part of every engagement activity • Use simple and plain English
Messages are confused or mixed across the various stakeholders	<ul style="list-style-type: none"> • Coordinate communications across stakeholders via agreed communications plan • Revise approach where feedback is received
Engagement fatigue	<ul style="list-style-type: none"> • Develop strong, engaging, visual content that clearly communicates the question being asked of Council and the community and their influence over the issue • Acknowledge work and engagement that has happened to date and how this is being used as the project moves forward

RISK IDENTIFIED	ACTIONS TO MITIGATE RISK
Council staff/ community don't see the process as relevant because they already have their plans underway	<ul style="list-style-type: none"> • Provide clear and compelling communications about the importance and opportunity of this engagement • Acknowledge existing knowledge and planning processes underway, and how this process builds upon existing work and expertise
Community members and Council staff feel their ideas have not been considered or reflected in outcomes, leading to an erosion of trust	<ul style="list-style-type: none"> • Clarify and agree scope of project and what people can influence before engaging. Communicate this clearly throughout the process • Publish regular updates about community process • Where the project working group cannot incorporate a recommendation from the engagement process, they will explain why and a rationale is provided for the chosen action plan priorities
Not enough time for the consideration of the data by the community	<ul style="list-style-type: none"> • Consider whether more time is required across key parts of the engagement process
Timeline for CERP blows out, impacting on future Council Plan and Community Vision strategies	<ul style="list-style-type: none"> • Council recruitment of Project Officer to lead CERP development from within Council • Flexibility in roadmap timeline to account for unforeseeable events, such as pandemic related issues

