

BURNETT RIVER FLOODPLAIN ACTION PLAN

COMMUNITY REFERENCE GROUP MEETING

MONDAY 23 APRIL 2013 – 4PM

UPSTAIRS, BUNDABERG MAIN ADMINISTRATION OFFICE, 190 BOURBONG STREET, BUNDABERG

AGENDA

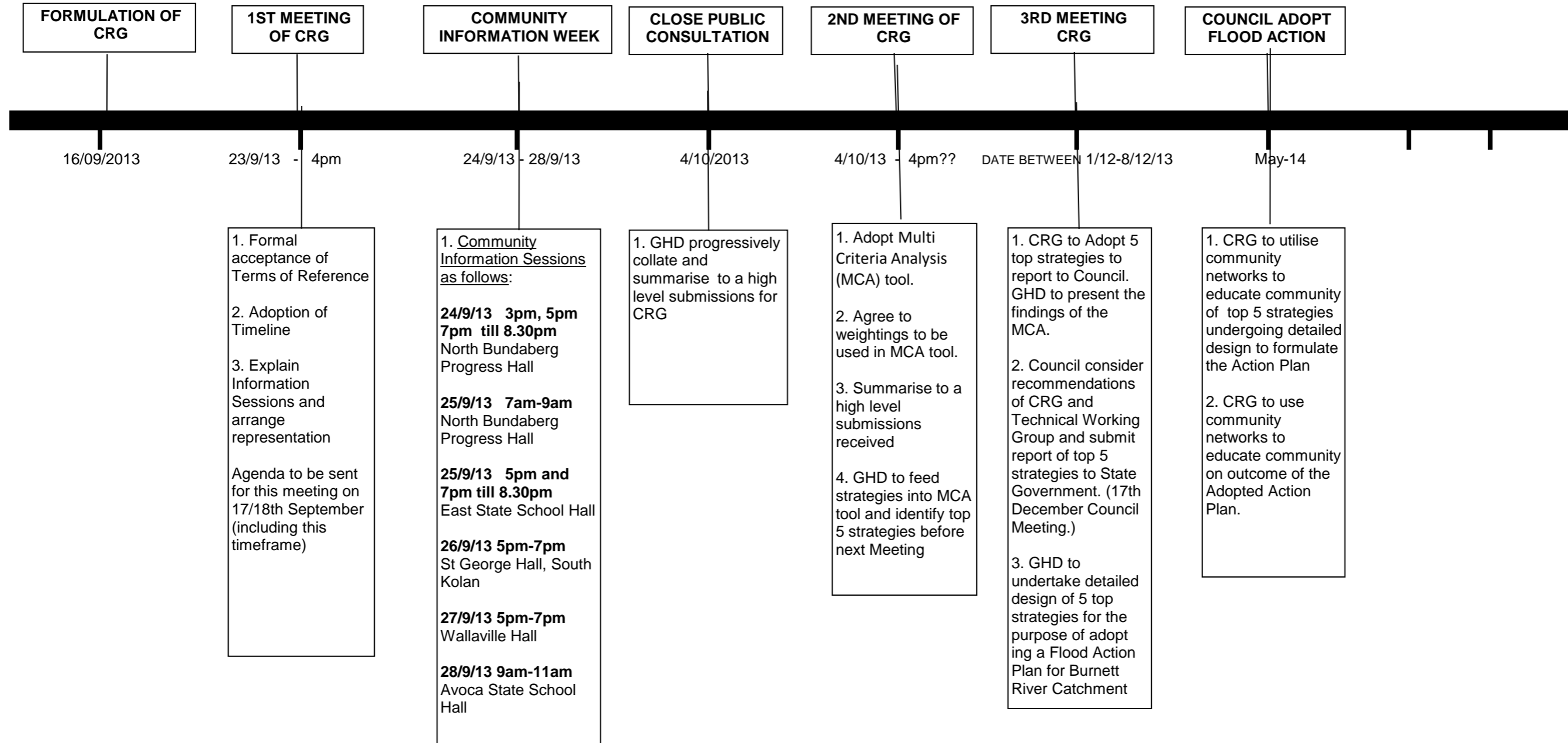
RSVP Robyn Laing

Monday 23/9/13 9am

Robyn.laing@bundaberg.qld.gov.au

- A) Introduction and Welcome - Chairperson, Mr Rowan Bond:**
- B) Apologies:**
(An Apology has been tendered for Steve Cooper of Coopers Hardware, Rob Marshman of UDIA)
- C) Brief Project Overview – Dwayne Honor:**
 - 1. Time Line (Refer to Attachment 1)
 - 2. Frequently Asked Questions
- D) Role of Community Reference Group – Rowan Bond:**
 - 1. Discuss and confirm acceptance of Terms of Reference (Refer to Attachment 2)
 - 2. Acknowledgement of Protocol for interacting with the Media (Refer to Attachment 3)
- E) Community Information Sessions – Rowan Bond**
 - 1. Discuss format of sessions
- F) Table Multi-Criteria Analysis for discussion at next Meeting – Dwayne Honor**
(Refer to Attachment 4)
- G) Other Matters raised by CRG Members:**
- H) Next Meeting Date:**

**BURNETT RIVER FLOODPLAIN ACTION PLAN CRG
TIMELINE**



BURNETT RIVER FLOODPLAIN ACTION PLAN

COMMUNITY REFERENCE GROUP

TERMS OF REFERENCE

1. Background

1.1 Purpose

The Burnett River Floodplain Action Plan Community Reference Group (CRG) is a group of interested, voluntary community members established to liaise between Council and the community to help inform the development of floodplain management options and strategies as part of the Burnett River Floodplain Action Plan project work.

The Burnett River Floodplain Action Plan will confirm the preferred floodplain risk management options and strategies to improve flood resilience and preparedness.

This Action Plan is the next step in the process following the completion of a comprehensive flood modelling and mapping study of the Burnett River floodplain located between Paradise Dam and the river mouth. The flood study provides vital information to underpin the development of the Burnett River Floodplain Action Plan.

The first major phase of work involves identifying the top five floodplain management options by December 2013. Some of these options will undergo detailed engineering assessment in the first half of 2014.

1.2 Role

In summary, the voluntary roles of the CRG are to:

- Provide input into the development of the Burnett River Floodplain Action Plan
- Gather the collective thoughts and ideas from their respective networks to help to identify and assess a range of suitable Burnett River floodplain management options
- Communicate information and update their respective networks to ensure they are kept informed of the project's progress
- Act as a conduit for community feedback on the plan's development to the consultant (GHD) and Bundaberg Regional Council
- Participate in the project's public consultation program to help encourage the gathering of ideas and feedback from the community, in order to confirm a filtered set of options to test during a Multi-Criteria Assessment (MCA)
- Collectively agree to the floodplain management options assessment criteria and weighting used during the Multi-Criteria Assessment (MCA). The MCA will be the primary tool used to confirm the top options to undergo detailed assessment if required.

- Represent the community by submitting a report to Council in early December 2013 detailing the CRG's preferred list of floodplain management options. This will be facilitated by the chairperson and require 70% consensus of the CRG members.

The CRG will report and provide feedback on issues raised in the course of the development of the Burnett River Floodplain Action Plan.

This group will also enable community access to information on the project as well as supporting the opportunity for the community to contribute to, and comment on, the development of the Burnett River Floodplain Action Plan.

2. Community Reference Group

2.1 CRG Chair

An independent Chairperson/Facilitator will be appointed to conduct and manage meeting proceedings with the objective of ensuring the meetings are run fairly and without bias.

The role of the Chairperson includes:

- Ensuring individual CRG members are heard and can contribute to the process. At times the Chairperson may have to mediate the process to ensure all parties in the discussion are heard, actions are summarised and a conducive working relationship is maintained.
- Preparing the CRG agenda in consultation with CRG members and the Bundaberg Regional Council
- Overseeing preparation of the meeting minutes
- Ensuring distribution of the meeting minutes
- Overseeing independent reporting on behalf of the CRG
- Attending the community information sessions as part of the wider public consultation for the project (occurring from mid September to early October 2013); and
- Collating issues raised by the CRG and forwarding to Council for a response.

The Chairperson's reasonable fees and expenses shall be met by Bundaberg Regional Council.

2.2 Representation

Voluntary representation on the CRG will be sought from a range of stakeholder groups via an open Expression of Interest invitation.

The CRG members should be representative of a range of key interests, positions and concerns and who collectively represent a wide cross-section of the community, including people directly impacted by the floods, leaders from the education and community services sector, representatives of groups such as the Human and Social Recovery Sub-committee, environmental groups, and our business and industry leaders.

It is intended that the CRG would include approximately 10 individuals from a wide geographic spread.

The final selection of representatives will be at the discretion of Council.

Other interested stakeholders that may not be selected onto the CRG will be kept updated and informed on project progress through newsletters, factsheets, Council's website and/or copies of meeting minutes or project reports.

2.3 Recruitment and Selection of CRG members

Recruitment and advertising

During late August 2013, the Bundaberg Regional Council invited the general public to:

1. Submit ideas to improve flood resilience; and/or
2. Express interest to join the Community Reference Group (CRG).

This has been advertised in a range of local newspapers throughout September 2013, appeared on the Bundaberg Regional Council website and social media, and was communicated through a variety of other local networks.

Applications were available online at www.bundaberg.qld.gov.au or hard copies of the application form could be collected from Council's Customer Service Centres and submitted by either:

Email: floods@bundaberg.qld.gov.au
Mail: CEO Bundaberg Regional Council
PO Box 3130
BUNDABERG Qld 4670

Applications close at 4.30pm, Friday September 13, 2013.

Selection process

The Council shall select the membership of the CRG giving consideration to their:

- **Locality** (focus areas include North Bundaberg, East/South Bundaberg, Central Bundaberg, Avoca/Branyan/Sandy Hook, South Kolan/Sharon, Pine Creek, Wallaville/Bungadoo, Goodnight Scrub)
- **Representation of stakeholders:** Ability to represent one or more of the above stakeholder groups.
- **Capacity to communicate:** Ability to communicate information from the CRG to other interested stakeholders
- **Constructive participation:** Ability to commit to working constructively and cooperatively as part of the CRG. They should also agree to fulfil their role as laid out in the Community Reference Group Charter (refer section 4 of this document).
- **Interest:** Members should be able to demonstrate interest in one or more issues relevant to the proposed project.
- **Capacity and skills to contribute:** Members should be able and willing to commit to the role and responsibilities of the CRG, and actively participate in the business of the CRG.
- **Availability and flexibility:** Members should be available and willing to meet on the agreed dates during 2013, at a mutually agreed time and venue.

Following an assessment of the individuals based on the above-mentioned considerations, the Bundaberg Regional Council, will select members to collectively represent a wide cross section of our community, including:

- people directly impacted by the floods in various locations along the Burnett River
- representatives of agencies directly involved in flood recovery
- leaders from the education and community services sector; and
- business and industry leaders.

The number of community representatives on the CRG will not exceed 10 or to Council's discretion.

If a member is unable to attend a CRG meeting or activity, a formal apology should be provided to the Chairperson prior to the meeting.

2.4 Bundaberg Regional Council and GHD Project Team

The Bundaberg Regional Council Team for the Floodplain Action Plan involves the following personnel:

- Mayor and Councillors
- General Manager Infrastructure and Planning, Andrew Fulton
- Manager Design, Dwayne Honor
- Media and Marketing Manager, Brodie Bott.

GHD consultancy team assisting with project delivery includes:

- Senior Engineer, Ben Regan
- Stakeholder Engagement Principal Consultant, Brooke Maki
- Manager Waterways and Coastal, John Postlethwaite.

2.5 Meetings

The CRG will meet on at least three occasions before the end of 2013 and more often as determined by Bundaberg Regional Council in close collaboration with the CRG and with the independent Chairperson. If a member sees the need for additional meetings, the member can contact the Chairperson to arrange it.

CRG meeting dates, times and venues will be determined at the first meeting in consultation with all parties.

CRG meetings may involve the Council project support team and GHD technical advisors on an as needs basis or as requested to attend. It is envisaged that the CRG and the project's associated Technical Working Group (the TWG will consist of technical engineering and relevant government agency representatives) will interact throughout the duration of the development of the Burnett River Floodplain Action Plan. **See Addendum on page 9 to view a timeline summary diagram for when the CRG and TWG will meet over the coming months, in relation to the overall project.**

Meetings will be advertised to inform the community of their occurrence and outcomes published. Bundaberg Regional Council is responsible to assist in the coordination of meetings including distributing meeting agendas, minutes and reports.

2.6 Meeting Agendas

A set of standing agenda items will be developed at the first meeting based on the scope and purpose of the CRG.

If any CRG member wishes to discuss an issue at a meeting, it needs to be raised and included on the agenda.

The agenda for each meeting will be prepared by the CRG members at the conclusion of each meeting and finalised by the Chairperson and issued at least one week in advance.

2.7 Reporting and Transparency

CRG meeting agendas and minutes will be open to the public and published on the Bundaberg Regional Council website.

Reporting will be objective and attempt to capture the views of the CRG members and the community.

2.8 Communication with the broader community

CRG members are encouraged to discuss issues and disseminate information about the project with the wider community, including special interest groups.

The CRG may seek to develop content to include in Media Releases to the media, or to adopt other approaches for public dissemination of information, however the Chairperson is to ensure the discussion is balanced and has the final veto on the media/public statement.

Only the Chairperson can act as CRG spokesperson and speak to the media on behalf of the CRG.

3. Bundaberg Regional Council support

Bundaberg Regional Council recognises that support for the CRG is imperative to its success. The Council will provide a project support team to assist the CRG process which will involve:

- Project Manager
- Administration Officer
- Communications expertise; and
- Divisional Councillors.

Council has nominated the CRG Chairperson to be responsible for collating the issues raised by the CRG and for coordinating a formal response.

The Council-employed project staff will commit to supporting the objectives of the CRG through:

- Regular meeting attendance as requested/required
- Recognition of the need to communicate and consult; and
- Appropriately responding to issues raised by the CRG.

Any correspondence and or project information will be provided to CRG members as soon as practicable prior to a meeting. Reports or information will be emailed, printed and posted to members.

Responses to issues raised within the CRG will be provided in a timely manner once the facts are available. Issues raised by the CRG which are of a technical nature will be referred to the project consultants to give advice through Council. Non-technical issues will be referred to Council for consideration and formal response.

4. CRG Charter

All prospective CRG members must agree to abide by the Terms of Reference (TOR) and agree to these terms prior to meeting attendance and participation. This document is not subject to alteration at any point in the future, unless agreed to by all parties (including Council).

A copy of the CRG Terms of Reference is available to any party upon request.

CRG members must ensure they have read and agreed with the below terms in order to be considered or accepted as a CRG member.

CRG members should be willing to and agree to:

- Attend all scheduled meetings. If you are unable to attend a meeting, the independent Chairperson should be notified with a formal apology and any comments or discussion points raised by your local stakeholder/community/group should be tabled via email, phone or letter to the Chairperson prior to the meeting
- Review CRG meeting minutes
- Verbally report to the CRG on communication activities and stakeholder concerns
- Review and comment on correspondence and/or project material
- Provide information to Bundaberg Regional Council on relevant issues concerning their local community and/or stakeholder group in relation to the Burnett River Floodplain Action Plan
- Feed information from Bundaberg Regional Council back to their local community/group; and
- Only make comments to the media or in public forums on behalf of themselves or the stakeholders they represent, not on behalf of the CRG.

Each member of the CRG commits to the following conduct points:

- Ensure any issues raised are directed at the organisations involved (e.g. Council, consultants) and not at an individual or personal level
- Respect and listen to the opinions of others, including during meetings
- Ensure issues are placed on the agenda prior to the meeting to ensure a prepared response/comment can be delivered
- Recognise that active participation in the CRG forum is crucial to the success of the group
- Any complaints regarding the process are raised in the CRG forum to enable the opportunity for resolution and/or in writing to the CEO Bundaberg Regional Council.

5. Exit Process

The Burnett River Floodplain Action Plan Community Reference Group will no longer be required once the Burnett River Floodplain Action Plan (expected to be finalised in May 2014) has been adopted by Bundaberg Regional Council and conveyed to the residents via the CRG community network.

Addendum – further project background

From mid-September 2013, Bundaberg Regional Council will seek ideas and feedback from the community to better understand what options and strategies they would like Council to consider as part of the project. This public ideas collection is supported by the dedicated, independently facilitated Community Reference Group that will be in place for the duration of the project.

In addition to the public ideas collection, technical inputs from key stakeholder organisations will be sought at critical points in the process. The ideas and feedback from the public, Community Reference Group members, and the Technical Working Group representatives will be summarised in a report and will be fed into a Multi-Criteria Assessment process later this year.

The Multi-Criteria Assessment will provide a robust and transparent tool to refine resilience strategies informed by the public consultation by assessing them against a set of agreed weighted criteria. By the end of the year, once the options have gone through the Multi-Criteria Assessment, Council will have the top five floodplain management options and strategies to take forward.

a) Multi-Criteria Assessment process

The Multi-Criteria Assessment will determine the top five options that will undergo further engineering assessment before being determined for incorporation into a floodplain management action plan.

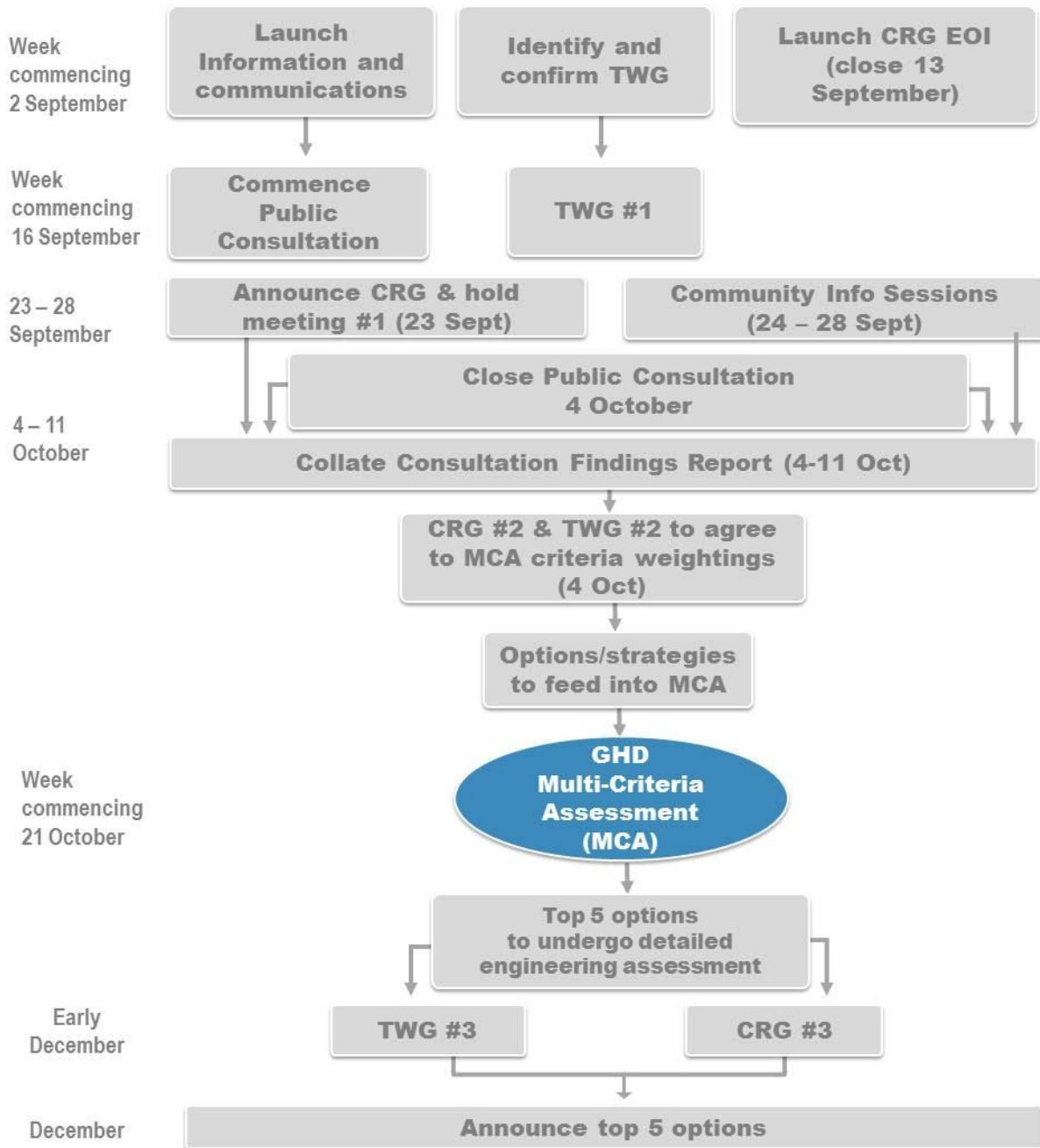
The MCA process will objectively consider options based on the feasibility, effectiveness, social, environmental and economic advantages and disadvantages of each. Council will be seeking 70% consensus of all CRG members on the weightings given to each of these criteria before commencement of the MCA process.

The main function and benefit of implementing this approach is that it provides a robust and transparent tool in which options can be measured and if not viable, can be discounted so that Council can explore the more viable options in a more comprehensive and timely manner.

This is an interactive approach which, with input from Council and relevant stakeholders, will provide a holistic understanding of constraints and opportunities.

b) Consultation Timeline

CONSULTATION TIMELINE



Media Protocols

Burnett River Floodplain Action Plan

The success of the Burnett River Floodplain Action Plan will be determined through not only high engagement with the community, but also by the amount of accurate, positive coverage by media outlets. Given the technical nature of this project, there is a risk that project information will be confusing and unclear, resulting in inaccurate reporting. This can be minimised by determining a set of media protocols where only approved spokespeople speak with journalists. This protocol is designed to provide Bundaberg Regional Council with guidance in responding to information requests from the media to ensure factual information is disseminated.

Approved spokespeople

Spokesperson	Topic
Mayor*	<ul style="list-style-type: none"> - Community consultation process (community info sessions, CRG & TWG) - Top 5 options - Project funding - Political information
Deputy Mayor*	<ul style="list-style-type: none"> - Community consultation process (community info sessions, CRG & TWG) - Top 5 options - Project funding - Political information - General updates on project progress
Dwayne H / Ben	<ul style="list-style-type: none"> - Technical information about project aspects - Off the record, background briefings about project elements
CRG Chairperson – Rowan Bond	<ul style="list-style-type: none"> - CRG meetings and outcomes - Development and delivery of CRG report - Promotion of Community Information Sessions

***If the Mayor or Deputy Mayor are unavailable, the BRC media team can speak on their behalf.**

Content management and approvals

- Mayor should officially speak on behalf of the Council about most aspects of the project
- At times the Deputy Mayor or one of the BRC media team may be designated depending on the type of enquiry and the spokesperson's availability
- If a journalist requires technical information that is not covered in the factsheet or FAQ document, the BRC Project Director and/or GHD Project Director can be given approval to background brief a journalist with the BRC spokesperson in attendance.



Media Protocols

- Any technical information provided to journalists should not be quoted – it should be given as background information purely to provide greater understanding about the project.

What to do if ...

... an unapproved spokesperson is approached by a journalist at a community information session or a public consultation event?

- They should decline speaking to the journalist and instead refer them to the Council spokesperson.
- They could say: "I'm sorry, but I'm not the right person to speak about the project, however let me get the number of the person who can help you."

... a journalist doesn't identify themselves and speaks to an unapproved spokesperson and runs their quotes in a news article?

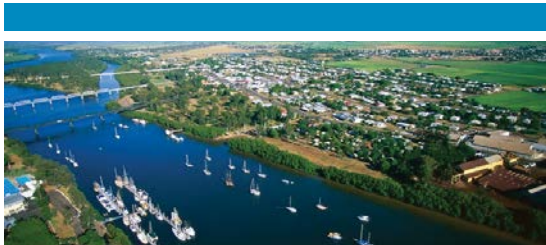
- BRC's media team should contact the media outlet's COS and reiterate the importance of ethical reporting. Depending on how misleading/inaccurate the article is, it would be appropriate to ask for another story to be written to ensure the facts are reported.

... a story is reported inaccurately due to lack of understanding about the project?

- BRC's media team should contact the media outlet and offer another background briefing to ensure the journalist has a full understanding of the project.

Media toolkit

Communications material	Use
Media release/s	<ul style="list-style-type: none"> - New announcements - Reactive statements - Reissuing to journalists asking about project information that's already been released
Key messages / supporting facts	<ul style="list-style-type: none"> - Inclusion in media responses, media releases, speeches, website content, newsletter content
Factsheets	<ul style="list-style-type: none"> - Hand out at community information sessions - Uploading to the website
Media Q&As (internal doc)	<ul style="list-style-type: none"> - For media responses and media interviews
Frequently Asked Questions (external doc)	<ul style="list-style-type: none"> - Technical information about project written in plain English for residents, media and other interested parties



Fact Sheet

Burnett River Floodplain Action Plan

The Multi-Criteria Assessment process

The Multi-Criteria Assessment (MCA) process will give Council a solid plan to assist in reducing the devastating effects of flooding to the region.

This high level, technical analysis will determine the top five options that will undergo further engineering assessment before being determined for incorporation into a floodplain management action plan.

The MCA will objectively consider options based on the feasibility, effectiveness, social, environmental and economic advantages and disadvantages of each. The Community Reference Group will help determine how much weight is given to each of these criteria before it is fed into the MCA process.

By the end of the year, once the options have gone through the Multi-Criteria Assessment, Council will have identified the top five floodplain management options and strategies to take forward.

Is this the best approach?

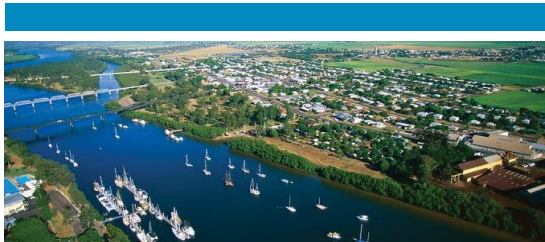
The main function and benefit of implementing this approach is that it provides a robust and transparent tool in which options can be measured and if not viable, can be discounted so that Council can explore the more viable options in a more comprehensive and timely manner.

This is an interactive approach which, with input from Council and relevant stakeholders, will provide a holistic understanding of constraints and opportunities.

What options will be fed into the MCA process?

The floodplain management options relate to three areas:

- **Property Modification Measures**
 - This relates to modifications to existing buildings to remove them from flooding.
 - Options could include re-zoning and house raising.
- **Response Modification Measures**
 - This is aimed at increasing the ability of people to respond appropriately in times of flood and/or enhancing the flood warning and evacuation procedures in an area.
 - Options may include improving community awareness, improving flood warning systems, and updating local flood and evacuation plans.



Fact Sheet

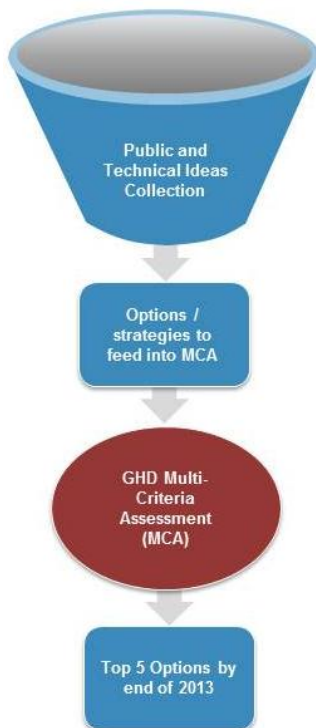
- **Flood Modification Measures**

- This relates to the designing measures to alter the behaviour of the flood itself by reducing flood levels and/or velocities or by excluding flood waters from areas at risk.
- Options may include levees, river dredging and vegetation removal.

Ideas and feedback on these options will be sought from the public, Community Reference Group members, and Technical Working Group representatives and then a refined set of options will be fed into the MCA process to be assessed on the following criteria:

- Feasibility
- Effectiveness
- Social
- Environmental and
- Economic

The Community Reference Group and Technical Working Group will help determine how much weight is given to each of these criteria before it is fed into the MCA and then once the process is complete in November 2013, the top five options for Council to take forward will be determined.



Next Steps

Based on the outcomes of the MCA process, five flood risk management options will be identified for funding purposes by December 2013 and undergo additional detailed assessment.

These options will form part of a range of other initiatives to be developed as part of the Floodplain Action Plan due for completion by mid-2014.

For more information, please contact the Bundaberg Regional Council team at:

P: 1300 883 699

E: floods@bundaberg.qld.gov.au

