

Co-design pilot projects in the Enhancing Community Resilience Project

Collated final reports and project working documents for use of
other Councils



Acknowledgements

SECCCA respectfully acknowledges the Traditional Owners of the land on which we work, and pays respect to their Elders, past, present and future.



This project has been funded by the Minderoo Foundation. On behalf of SECCCA's member councils and their communities, SECCCA is deeply thankful for this significant funding contribution that has made the project possible.

SECCCA acknowledges the funding contributions of the 9 SECCCA members to develop and deliver the Enhancing Community Resilience Project. These councils are:

- Bass Coast Shire Council
- Bayside City Council
- Cardinia Shire Council
- City of Casey
- City of Greater Dandenong
- City of Kingston
- City of Port Phillip
- Frankston City Council
- Mornington Peninsula Shire Council.

SECCCA is grateful to the numerous council staff who contributed to the project and especially those that participated in the Project Control Group (PCG) and Project Working Group (PWG).



Background

The Enhancing Community Resilience (ECR) project aimed to help prepare communities in the SECCCA region for climate change impacts. It was funded by the Minderoo Foundation, a philanthropic organisation that seeks effective and scalable solutions to some of the world's most challenging problems.

The ECR project completed 3 pilot projects to illustrate its implementation: one internal co-design project, involving all 9 councils, examined the best way for organisations to understand and use the findings; 2 other co-design projects addressed the vulnerability of older people in Bayside City Council, and of young people in Frankston City Council.

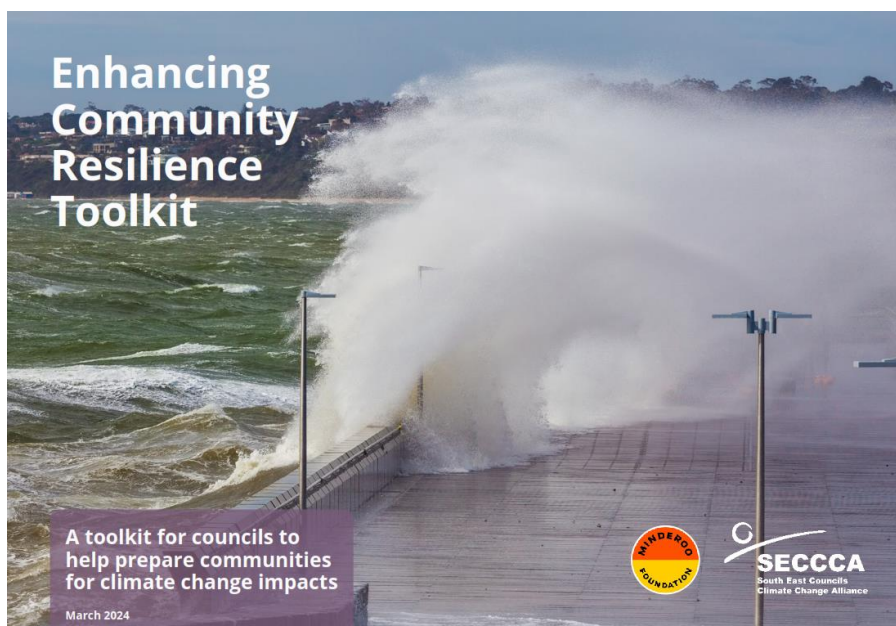
This document is a collation of five reports from the three co-design pilot projects in the ECR.

The document contains 2 reports each showing the development of both the Bayside and Frankston City Councils' co-design pilots over time, as well as one report from the internal organisational co-design pilot project.

Using this collation

The documents have been presented in their original format and style to assist other Councils with understanding how the co-design pilots were developed, run and delivered. Each section contains the final report from the implementation projects. This is a collation of working documents and final reports presented for the use by other Councils. The edges have not been smoothed. The styles have not been matched. The content is designed to help Councils navigate the implementation process and is deliberately raw and maintained in its original format. There are detailed agendas, processes, plans, questions, note taken within the workshops and reflections in each report collated into this document. The content in each can act as a blue-print for other Councils wishing to co-design Council services with communities vulnerable to climate change.

More information about the [co-design framework used to support this work can be found online](#).



The [final Toolkit from the project is available online](#).

Enhancing Community Resilience project

14 and 21 August 2023



Introduction

On 14 and 21 August 2023, 33 older members of the Bayside Community met to consider how older residents could be better informed and supported to become more resilient in preparing for, and coping with, extreme weather events?

The 33 participants formed a co-design panel, and were recruited through existing Council advisory bodies, networks and word-of-mouth. Over four hours (2 hours per session held one week apart) they were provided with a range of information and invited to respond to several important questions. In between those meetings many undertook additional research and recorded their thoughts to feed into the second session.

This report is a summary of their ideas, deliberations and recommendations.

Session 1 Agenda, 14 August 2023

- Context setting – Julie Kirkwood, SECCCA
- Activity – Perceptions of risk
- Climate projections and project data – Carmel Ron, Bayside City Council
- Activity - Where do you get information from?
- Activity – Identifying community assets
- Presentations, Q & A
 - SES – Sarah Stephen
 - Neighbourhood Houses – Kate Knight
 - Bayside City Council - Vanessa Bradley and Joan Andrews
- Reflections
- Research for next week

Remit

How might older residents be better informed and supported to become more resilient to prepare for, and cope with, extreme weather events?

Key questions:

- *What do you see as the main climate change/extreme weather event risks to your well-being (or your loved ones)?*
- *Where do you get useful information and support from?*
- *Which assets are most vital during a time of crisis?*
- *How might older residents of Bayside better prepare for, respond to, extreme weather events?*

Presentations

Julia Kirkwood	- SECCCA
Carmel Ron	- Bayside City Council
Sarah Stephen	- SES
Kate Knight	- Neighbourhood Houses (Highett and Hampton)
Vanessa Bradley	- Bayside City Council
Joan Andrews	- Bayside City Council

Activity 1

What do you see as the main climate change/extreme weather event risks to your well-being (or your loved ones)?

Participants responded with:

- Rising sea levels
- Bushfires
- Loss of essential services e.g. disruption to supply chains
- Availability of food (and price)
- Loss of electricity - heating/cooling, EVs
- Impact on younger generations mental health
- Rising temperatures - especially consistent hot weather
- Flooding - storm events
- Stormwater and sewers - loss of permeable surfaces

Activity 2

Where do you get useful information and support from?

Participants responded with:

- 774 ABC radio
- BOM via phone
- Internet – google search (can be hard to trust relevance of information online)
- Neighbours
- Local printed material – want Council to supply to you
- Neighbourhood watch
- Federal independent MPs
- QR codes
- Variable messaging signs
- Let's talk Bayside – print magazine
- Local newspaper used to be helpful, community noticeboard – but not anymore
- Lockdown led to everything being online

Activity 3

Which assets are most vital during a time of crisis?

Participants responded with:

Social Networks

Bayside U3A
School community
Friends
Neighbours
Whats App groups
All contacts in phone
Facebook groups
Family
Rotary

Facilities

Libraries
Community Centres
Council Offices
Schools
Local shopping centres
Hospital
Nominated refuge
community area
Sporting clubs/pavilions
Traffic lights
Supermarkets
Men's Shed
Bayside Hub
Blackrock Community
House

Services

Libraries
Police
Red Cross
SES
Council
Opp Shops
Sikas
Electricity
Phone network
Communication
Pharmacy
Taxis
Home delivery (groceries)
Ambulances
Private nursing services
Personal alarm

Institutions

Hospital
Aged Care facilities
Radio stations
Owners Corporations
Sandringham Hospital
Churches
Schools
State and Local
Government

What is missing?

Participants responded with:

Local fire brigade

Ways to engage renters

Community battery generator (provide a localised shared resource during extended power outage)

Needs improving?

Nurses on call, instead of 000

Phone numbers for all services

Optional research for following week's session

If you have time, here is a research project for you. Have a chat with family, friends and neighbours throughout the week.

Ask them:

1. Where do you get information from in a time a crisis?
2. What assets are most useful and important to you and why?
3. How might older residents be more resilient to cope with extreme weather events?

What have you found most interesting from today?

28 Responses

Participants responded with:

Available service



There is demonstrated and profound interest in the community for this

That council responds to emergencies

Available services and facilities in time of crisis, inc examples

Neighbourhood house presentation, did not know it existed, & importance of planning ahead, be mentally prepared

Everything

Fleshing out different needs that should be addressed in the event of a severe climate event

I nat there is work being done and the collaborative consultation is both stimulating and informative.

Neighbourhood House - never knew about their existence, activities and promise. Simon and Amanda

Finding out about the range of activities currently uderway

Learning about the role of SECCA & that the Bayside Council is designing a new flood guide.

Information and discussions varied and interesting on what Is and What needed now and future to meet effects climate changes

Diversity of group.

What have you found most interesting from today?

28 Responses

Number Of Council services

So many local organisations with different areas of help that i can and

Very impressed by the workshop organisation Luv menti.com - new to me
Very useful interesting presentations - most was new additional information to me. Will be sharing with my contemporaries

Although I am a climate change sceptic I enjoyed the topics raised

I found the whole session well worth the information from the group

For next week

If you have time, here is a research project for you. Have a chat with family, friends and neighbours throughout the week.

Ask them:

1. Where do you get information from in a time a crisis?
2. What assets are most useful and important to you and why?
3. How might older residents be more resilient to cope with extreme weather events?

Session 2 agenda for 21 August

- Reporting back from research
- What we heard last week
- Activity 1
How might older residents of Bayside better prepare for, respond to, extreme weather events?
- Reporting back
- Criteria for assessing project ideas
- Activity 2
Developing pitches for projects/actions
- Ranking ideas
- What's next? Thanks and close

Panel member research brought to Session two

Homework

For next week

If you have time, here is a research project for you. Have a chat with family, friends and neighbours throughout the week.

Ask them:

- Where do you get information from in a time a crisis?
ABC 774 phone T.V.
- What assets are most useful and important to you and why?
Emergency pack
- How might older residents be more resilient to cope with extreme weather events?
car, radio (battery) Transport.

2. *Passports, certificates Health Info- wills, Power of attorney Family, Neighbours*

3. *Education sessions by council - Hydration in hot weather. We to contact, Botting end up. Where to go - Extra water storage -*

Be aware of disabled as very elderly is street contact them.

2. *Council Bayside news - Advice, water medications on they operated Tinned Food. A*

1. *Bus companies - Liaison for emergency Transport*

Homework

For next week

If you have time, here is a research project for you. Have a chat with family, friends and neighbours throughout the week.

Ask them:

- Where do you get information from in a time a crisis?
Family - Police - SES - Trusted Friends
- What assets are most useful and important to you and why?
Radio - TV - Mobile SMS - IF NO POWER - COVERS
- How might older residents be more resilient to cope with extreme weather events?
Computer IF POWER STILL COVERED

1. *"MY LIFE" MY HEALTH MY WELL BEING PHOTOS MY FAMILY IMPORTANT DOCUMENTS - (FOLDERS) IN FILING CABINET*

2. *Medications - CURRENT*

3. *"BE PREPARED" Personal Alarms MAINTAIN PERSONAL HEALTH MAINTAIN BODY TEMPERATURE - HEAT COLD COOLING/HEATING FLUIDS INTAKE SAFE HARBOUR - (a) Home if able to stay (b) Community Buildings - Library CHURCHES - Community HALLS Community Centre / Neighbourhood intake COUNCIL JEWELRY*

(R) Compass 12.7.8 My Altitude
 Homework
 For next week
 If you have time, here is a research project for you. Have a chat with family, friends and neighbours throughout the week.
 Ask them:
 1. Where do you get information from in a time a crisis?
 2. What assets are most useful and important to you and why?
 3. How might older residents be more resilient to cope with extreme weather events?
 4. Best way to spend £40K grant in the community?
 Design a service to provide X Checklist?
 multi-phone
 1. 3AW 193 Vic emergency Phone app Weather app Apple news
 Check in with neighbours / friends
 Phone SES, 000
 U3A's etc Govd
 My Altitude
 Vic emergency
 SES #
 2. Assembly area Libraries Hospitals Council Schools High ground
 Mists etc available Torch, batteries
 Dr surgery
 Community networks Power fuel
 3. Checked on fridge Preparation/info Emergency plans notification
 Transport vulnerable
 4. Bag inside Cold damp clothes Smellies torch pants, birds
 Plan ahead - supplies, etc.
 water stations outside shops
 parking seniors
 Plan
 Show asset mapping web websites to social networks with stations
 BRCCA
 5A Topic? SES
 Open garage doors manually
 emergency
 Independent Home 8
 SES / talk to Probus



Panel member research brought to Session two

Homework

For next week

If you have time, here is a research project for you. Have a chat with family, friends and neighbours throughout the week.

Ask them:

- Where do you get information from in a time a crisis?
- What assets are most useful and important to you and why?
- How might older residents be more resilient to cope with extreme weather events?

① - the radio
- family & friends / contacts
- internet / phone

② - Libraries - sense of community; calm atmosphere; activities
- Schools - have a range of facilities including sports grounds (not all do have sports grounds)
- Community Centres - interaction with others, activities
- Hospitals - medical emergencies & shots
- Recreals - e.g. Brighton Town Hall & Library & gardens & LBSA
e.g. Colindale Ave. St. Ann's Hospital & open space
e.g. Beaumaris Library, Community Centre, LBSA & open space
e.g. Hopton Neighbourhood Centre & sports stadium (less parking & no open space)

③ - Air conditioning in hot weather
- Air conditioned venues
- Air conditioned venues during blackouts (neighbourhood batteries?)

- Education/Information how to cope strategies
e.g. listen to radio for information/updates
- don't go outside during extreme weather
- have an emergency bag packed for quick departure if that is advised
- keep phone charged in advance of weather event
- keep hydrated in hot weather
- have an emergency contact listed

Bayside CITY COUNCIL

Suggestions for supporting Bayside Residents' regarding Climate Change

- Use established infrastructure with air conditioning as climate emergency centres for residents to get reprieve from extreme heat or to escape flash flooding.
- Centres such as Brighton Town Hall or the Beaumaris Hall adjoining the Beaumaris library are two possibilities. Other sporting halls or scout halls or church halls could also be allocated where needed.
- Most of these buildings have air conditioning (if not the \$40k could be spent on its installation).
- Also, most public buildings in Bayside have first aid kits, defibrillators and a kitchen attached for water and tea/coffee making facilities.
- Refuge from severe heat waves in Summer will probably be the most common reason to use these climate emergency Centres. They could also become a source of social connection and comfort for people without adequate air conditioning. For example, tables and chairs for card games or reading in the halls provide a pleasant distraction from the extreme weather.
- Information sessions regarding how to keep cool could also be run in the halls by council staff during this time.
- The Bayside newsletter could be used to inform residents (at low or no cost) about the list of climate emergency centres: their address, times they are open (during an impending heatwave) and council staff to contact for further information.

Hope this helps.

Kerry Hammer (0434 860 139)
21 August 2023

Bayside CITY COUNCIL

Panel member research brought to Session two

Bayside Council Resilience Project, August 2023

Be responsible for your own actions.

Plan ahead.

Check out what is available from family, friends, neighbours, local government (Bayside Council), State government etc.

Plan for provisions such as dried/tinned food, toilet paper etc.

Look out for others.

1. Where do you get information from: sources of information - messages sent to mobile phone from emergency services; if power still available, media outlets; updates from family/friends. Keep in contact with neighbours.
2. What assets are most useful and important: community networks (U3A, local library); power and fuel for transport availability; personal alarms; and media such as TV, radio and technical assets such as iPads, mobile telephones and computers etc.
3. How might older residents be more resilient to cope with extreme weather events: common sense, be responsible for yourself; stay inside, stay out of the weather; drink water (fill jugs etc for available supply in case of tap failure); use cold, damp cloths to keep cool; have a supply of candles, torch and spare batteries; availability to recharge mobile phone, torch etc.; look out for pets - make cool water available. Also cool water for birdbaths etc for local wildlife.
4. If a grant of \$40K was available to prepare everyone to respond to extreme weather: Emergency places/areas prepared and notified; water stations in village, such as Black Rock, particularly outside supermarkets; adequate parking for seniors for shopping for provisions.

Summaries of panel content

Bayside Resilience Co-design

FLOODING

Keep your radio on for weather updates.

Latest warnings from BOM.

If worried contact your SES or OOO.

Check your neighbours.

Ensure anyone with disability gets help.

SES will bring tools, mats, & other items.

Heavy rain near rivers - go to high ground.

FIRE

Smoke alarms make sure they work
Check batteries (ask for help).

Make sure gutters are clear - ask for help.

Exhaust fans + hoods make sure they're clear.

Always watch hot oil in pans - fire ext or blanket.

Change your mobile daytime not night.

Turn off your electric blanket.

Never smoke in bed.

Never leave a burning candle.

Avoid clotheslines building up lint.

Open fires make sure firescreen in place.

DO NOT LEAVE
MATCHES AROUND
FOR THE GRAND KIDS

Panel member research brought to Session two

Bayside CC. MAX HARDY CONSULTING

CLIMATE CHANGE - WITHIN CAN WE EXPECT IN FUTURE
HIGHER TEMPERATURES. E.G. 40-46 °C.

HOW CAN WE COPE * CHECK YOUR FAMILIAR NEIGHBOURHOOD
 OLDER ADULTS DO NOT TRUST

WITH ALL HOMES GOING ELECTRIC IN FUTURE WE CAN EXPECT BLACKOUTS.

- * LOTS OF COLD WATER.
- * HAND HEAT TOWELS.
- * WEAR TOWELS ON HAND, SHOWER SPOON.
- * KEEP OUT OF THE SUN 11AM TO 4PM.
- * DRINK LOTS OF FLUIDS BUT NOT ALCOHOL.
- * LIE DOWN & REST ON YOUR BED.
- * CLOSE WINDOWS PULL BLINDS DOWN.
- * WEAR LIGHT CLOTHING.

STORMS. CHECK ON FAMILIAR NEIGHBOURS

- * HAVE A SAFETY EVACUATION IN PLACE.
- * HAVE EMERGENCY SUPPLIES AT HAND.
 E.G. FOOD & MEDICAL TOWN BARS.
- * STOCK UP WITH BOTTLED WATER.
- * TORCH & BATTERIES.
- * CHARGED UP MOBILE PHONE.
- * NON PERISHABLE ITEMS IN CASE OF BLACKOUTS.

GRANTS + INSURANCE

Homework

For next week

If you have time, here is a research project for you. Have a chat with family, friends and neighbours throughout the week.

Ask them:

1. Where do you get information from in a time a crisis?
2. What assets are most useful and important to you and why?
3. How might older residents be more resilient to cope with extreme weather events?

① RADIO - BOM AP - EMERGENCY AP.
 MOBILE PHONE - FIRST AID AP SHOWS DEFIBRILLATOR INSTRUCTIONS

② Smoke alarms - FIRE EXTINGUISHER - VEHICLE - HAND HEAT RADIO
 MEDICAL KIT - FIRE BLANKET - EVACUATION PLAN.

③ LOTS OF COLD WATER. HEAT EXTREME.
 HAND HEAT TOWELS - WEAR TOWELS.
 LIE DOWN & REST - CLOSE WINDOWS - PULL BLINDS DOWN
 WEAR LIGHT CLOTHING - MOBILE PHONE -

STORMS.

SAFETY EVACUATION PLAN - EMERGENCY SUPPLIES - FOOD & MEDICAL
 BOTTLED WATER - TORCH & BATTERIES - CHARGED MOBILE PHONE
 NON PERISHABLE ITEMS IN CASE OF BLACKOUT.

What is something you have thought about, or discussed with others, since our first session?

35 Responses

There is a surprising amount of interest in this topic probably due to the amount of publicity about climate change and the impact it is having on people's lives

Would like to see a focus on empowering residents in crisis prevention so as to minimise the impact of unforeseen crises.

The importance of having good neighbours
Having an exit strategy
Looking out for people around me to make sure they are safe

Already answered

How prepared everyone is - they are not? Most people, including me do not have all the basics at hand - particularly websites, apps etc. the SES handouts re outstanding - so much useful information

Contacts when essential service fail.

So many different interpretations of what a major climate event might be

Already answered

What is something you have thought about, or discussed with others, since our first session?

35 Responses

Whether the focus of project should be on individual resilience or council's role in improving the older community preparedness for extreme weather events..Need to define all types of Events

Climate change and how we will manage

There is a high level of engagement among people of all ages

Power availability was identified as a critical resource

Checklists are the popular requests - both printed and available online

Actions I can take

Climate change & how will change our lives

Shading windows

prepare extreme heat incidents, frauds in emergencies, essential

Preparedness will depend on the type of extreme weather- eg flood, fire, wind etc

Banks , insurance companies

What is something you have thought about, or discussed with others, since our first session?

35 Responses

of extreme weather- eg flood, fire, wind etc

Community networks identified as a critical resource

Like to know more about specific area risks Bayside to homes gardens and communities from sea level rise, heat, storm, fires, storms, industrial accidents etc.

I was not aware of the availability of neighbourhood houses and their facilities

Public water stations also identified as key

Dial 106 if you have a hearing or speech impediment.

Already answered

Role of social media to support community

Alternative lighting cooking facilities
Copy all important documents and photos keep elsewhere.
Spare batteries and power block

What is something you have thought about, or discussed with others, since our first session?

35 Responses

Just read the handout and answered the questions

Dedicated Bayside App to conglomerate all the items suggested

Talk with other geriatrics, update neighbours, to SES info, council, relatives update safety equipment torches etc

Emergency packs!

Action plans

Need specific risk data for Bayside.

Make sure every organisation represented here circulates RediPlan App to all their members. Similarly get everyone of these members to do Emergency Plans.

Climate change action

Activity 1

How might older residents of Bayside be better supported and informed to prepare for, respond to, extreme weather events?

Panellists worked at their tables to brainstorm ideas. Their worksheets can be found attached.

The following five ideas were shortlisted to be assessed against criteria on the following page.

- Audit and Adaptive reuse of existing buildings including:
- Connect and incentivise
- Know your neighbour
- Awareness campaign and toolkit, 'Listen, watch and act'
- An app for providing information and advice for action when required.

Criteria

1. Will benefit those most vulnerable to climate change impacts
2. Will improve community preparedness related to climate change through practical actions, tools, and resources
3. Is something not funded or planned for in another way
4. Complements existing services
5. Can be implemented before Christmas (other ideas can still be put forward for longer term)
6. Can be resourced (by Council or other)
7. Is something scalable/replicable

The worksheets for each of these ideas follow.

Identifying your best idea to be potentially funded

DESTINATION

Audit and Adaptive reuse of existing buildings including:

Town Halls, cinemas, pubs/hotels, council owned buildings, churches, libraries including attached halls, shopping centres, mens sheds, Life Saving clubs, yacht clubs, community centres, seniors community centres, Masonic lodge, RSL clubs, Dpt Veteran Affairs, Scout halls, private schools

Council could assist by supporting and creating awareness and disseminate information e.g. libraries, newsletters, RSL clubs, Legacy, local GP's

Refuge centres could be selected by Bayside City Council. Could staff be employed to run social activity programs in a climate emergency.

Criteria

1. Will benefit those most vulnerable to climate change impacts
2. Improving community preparedness related to climate change through practical actions, tools, and resources
3. Something not funded or planned for in another way
4. Complements existing services
5. Can be implemented before Christmas (other ideas can still be put forward for longer term)
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7. Is something scalable/replicable

Table 2

Identifying your best idea to be potentially funded

Connect and Incentivise

(How to get people to read and act on information)

Start the conversation with family, friends and neighbours. Everyone has a role to play

Education & Marketing through local clubs and associations. There is a trust and reliability from members within the clubs.

Link with Churches

Link speakers ie SES to speak at group meetings ie: Probus

Repeat the messages

Define in events- The devastation caused by fire, flood, storm, droughts, and the impact on water, transport, power etc - this impacts everyone!

Sometimes people need to be affected before they will take notice.

Criteria

1. Will benefit those most vulnerable to climate change impacts
2. Improving community preparedness related to climate change through practical actions, tools, and resources
3. Something not funded or planned for in another way
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5. Can be implemented before Christmas (other ideas can still be put forward for longer term)
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7. Is something scalable/replicable

Identifying your best idea to be potentially funded

Know your neighbour project (community connections/communication)

Pilot (Mark 1)

Making whatsapp groups to connect people.

Sticker identifying houses that are happy to have vulnerable people in their house and disseminate resource. (like chatty cafe)

3193 Bayside Hub (facebook group) using to share the project

Using Council rates to send a message.

Using community groups to communicate program.

Criteria

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Identifying your best idea to be potentially funded

Information booklet / personal plan

- Toolkit with a range of resources
 - Booklet with comprehensive information for each type of climate event
 - Fridge magnet with emergency numbers
 - Emergency posters showing assembly areas
- Deliver to doorsteps/mailboxes
- Available at libraries, council buildings
- Link to comms campaign like 'slip, slop, slap' e.g. 'listen, watch, act' to promote availability and use

Criteria

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Identifying your best idea to be potentially funded

App – Information and Action Plan

Consider for example that people each have a personal plan

Vic Emergency app provides info. What we'd like it to include/advise us on:

If there's an incident - what info is provided (locally relevant). EG road is blocked and water level is rising - what do we do?

Suburb or street level advice on what to do if there is a flood.

A Bayside app that could advise on what to do in these situations, investigating whether Vic Emerg provides local level info to a sufficient level

Costs of running the app and putting in the local info.

SES have portal into Vic Emergency.

Additional info - where to seek refuge in a particular scenario. Note this can take time to provide.

Could we add links into Vic Emergency = ie if Council had a webpage of designated places to go - could link this into Vic Emergency. EG last year links of pages for sandbagging sites was included into Vic Emerg.

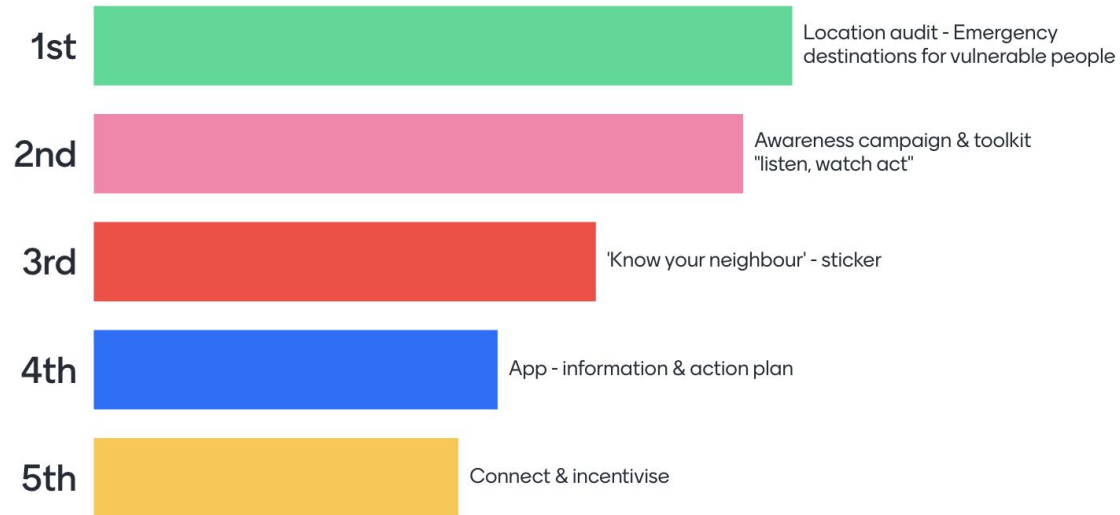
We could find out more via at SES

Find out more about what emergency planning process is in Bayside - and does the website get updated in an emergency for example regarding available relief centres.

Criteria

1. Will benefit those most vulnerable to climate change impacts
2. Improving community preparedness related to climate change through practical actions, tools, and resources
3. Something not funded or planned for in another way
4. Complements existing services
5. Can be implemented before Christmas (other ideas can still be put forward for longer term)
6. Can be resourced (by Council or other)
7. Is something scalable/replicable

Rank these projects according to our criteria (Your most favourite at the top; least favourite at the bottom)



Ongoing involvement?

Panellists were then asked

Would you like to be involved from this point on?

In what way would you like to assist?

All panel members indicated they were interested.

A survey will be emailed by Anthony Boxshall inviting panel members to indicate how they would like to be involved (ie, kept informed, invited to provide feedback, or to actively collaborate)

Supporting older people to survive extreme weather in Bayside project

Process and Output Report

For Bayside City Council

22 February 2024

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Introduction

This report outlines the engagement outcomes and process used by Max Hardy Consulting to facilitate two co-design sessions designed to support older people develop a resource to prepare for and respond to extreme weather in Bayside.

This work builds on the work already done with a co-design group of older residents from across Bayside in August 2023. The 2023 work and these sessions are part of the joint Enhancing Community Resilience project between Bayside City Council, South East Councils Climate Change Alliance (SECCCA) and The Minderoo Foundation.

The project included the delivery of the following co-design workshops to develop a toolkit for helping older residents prepare for extreme weather:

- Session 1: Wednesday 7 February from 10:00am - 2pm
- Session 2: Thursday 15 February from 10:00am - 2pm

Both sessions were delivered in person at the Beaumaris Reserve Sports Pavilion (Reserve Rd, Beaumaris). The 29 older residents who participated in the first co-design sessions in August 2023, were invited to attend these sessions, with a total of 19 participants returning for the sessions.

This report outlines the project methodology and outputs from this process.

Project Scope

In August 2023, 29 older residents from Bayside met as a co-design panel to explore how older residents of Bayside could be better supported and informed to prepare for and respond to extreme weather events in their local area. The workshop results identified the key priority for older residents was to build a toolkit that helped them prepare for extreme weather (specifically heat and flooding) events.

The purpose of this second process was to workshop the toolkit with older residents. The key items to be workshopped are:

- A self-assessment tool that would support older residents to identify risks and develop an emergency plan; and
- Mapping community assets and options for where to go to be cooler or drier locally.

To support older residents in this task, Bayside City Council staff were present as well as Simon Torok from Scientell. Simon was able to take feedback from Session 1 and turn it into a draft toolkit for the group to critique in Session 2.

Engagement Principles

Max Hardy Consulting have completed the engagement for this project based on the principles of co-design developed as part of their work with Authentic Co-Design.

1. **Be substantial** - the decision offered by an organisation is significant enough for all stakeholders to want to make the effort.
2. **Be collaborative, inclusive and safe** - You agree that you will collaborate with all participants in a co-design process and will include a diverse range of stakeholders. The process ensures it is easy for people with different perspectives and knowledge to participate and contribute.
3. **Foster mutual understanding** - Co-design processes invite participants to listen, learn, explore and think together. There are different kinds of expertise and different perspectives to appreciate.
4. **Be open and transparent** - Transparency means operating in a way that ensures it is easy for others to see what actions are performed, what decisions are being made, and how these actions and decisions have been informed.
5. **Be jurisdictionally aware** - You agree that any co-design projects will be done within the context of your organisation and the jurisdiction of the various government (and other) organisations involved.

Engagement Process

This section outlines the overall approach and key considerations for delivery. This project included two co-design sessions:

- Session 1: Wednesday 7 February from 10:00am - 2pm
- Session 2: Thursday 15 February from 10:00am - 2pm

These sessions were completed at the 'Involve' level on the IAP2 spectrum, though there were elements of the process design that would sit closer to collaborate. The ability to identify that project at the collaborate level however was limited by the need to refine and approve the tool after the workshops have both been completed.

Session Design

Session 1

The purpose of session 1 can be summarised as follows:

- Getting reacquainted and working together
- Developing questions for self-assessment tool kit
- Populating a draft Bayside extreme weather (particularly heat) map

The agenda of this session included the following activities:

- 10:00 - Welcome including acknowledgement of Traditional Owners
- 10:10 - Project team introductions, Purpose of the two workshops and overview of today's agenda.
- 10:25 - Council Presentations - What has happened since we last met
- 10:45 - Quick Break
- 10:50 - Activity 1 - Discussing Extreme Weather self-assessment tool
- 11:30 - Report back and Voting
- 12:00 pm - Presentation - Map of community assets
- 12:20 - Lunch
- 12:40 - Activity 2 - Putting key locations on draft Bayside Map
- 1:10 - Quick break
- 1:15 pm - Report Back on Mapping and voting
- 1:45 - Next Steps and homework for next week
- 2:00 - Close and Thank You

For the self-assessment tools, the group were provided with examples prepared by the Victorian Government and City of Ryde. To assist with developing the map of cool places in Bayside the group were provided with a draft map and an example 'Keep Cool in Darebin Map' by Darebin City Council.

Session 2

The purpose of these panel sessions was to provide feedback on the draft toolkit created from the suggestions and content provided in Session 1. This content was turned into a draft map/self-assessment pamphlet (1 x A3 page) that was provided to participants for feedback and comment.

The agenda for this session included the following activities:

- 10:00 am - Welcome and acknowledgement of Traditional Owners
- 10:05 - Overview of the Session and Quick Menti
- 10:15 - Presentation: Draft tools from last week
- 10:45 - Activity 1 – Reviewing the draft map and feedback
- 11:00 - Quick Break

- 11:05 – Group to share feedback on Map/Discussion of usefulness
- 11.15 - Activity 2 - Self Assessment Checklist Review
- 12:00 pm - Lunch Break
- 12:30 - Activity 3 – Identifying ‘Tips and What’s Next’ to be included on the self-assessment checklist
- 12:50 - Small Groups - How to communicate these materials to older people
- 1.15 - Quick break
- 1:20 - Voting on ideas for how to communicate
- 1.35 - Thank you and Next Steps
- 1.45 - Process review and close

Engagement Outputs

This section provides a summary of the outputs from the engagement activities undertaken in each session identified in this report. Comments from participants have been provided word for word, with some minor editing for spelling and clarity.

Session 1

Self Assessment Checklist

During the first session the panel were asked to identify key questions that might be included on a self assessment checklist. Each group produced a list of questions that may be relevant. The full list of questions is available as Appendix 2 to this report. We identified that there was a mix of questions, some that would be included on the list and some that focused on how the list might function. A summary of the questions under those two categories is provided as follows:

Questions for the self-assessment checklist

- Resilience post-event planning – so if home is flooded or catches fire – where would you go? Forward Planning. Stay with friends/relatives.
- What do you do if your neighbours aren’t home? Who do you contact?
- Transport? For disabled residents with no transport who to contact?
- (Do you have) access to water?
- Do you know the SES contact number? Do you have it stored on your phone?
- Advanced care directives – do you have one? Who has access and is it stored in MyGov?
- What would it take to make you leave your home?
- How would you communicate if power/electricity/NBN/phone network is unavailable?
- Do you know the nearest cool place if your own home is not energy efficient?
- Have you considered an energy assessment? Look online/at energy providers.

- Do you have a plan for your pets?
- What would it take to make you leave your home?
- Would you need transport to leave your home? How would you manage your medical conditions or disabilities in an emergency?
- In the event of a power failure, can you easily exit your home/garage?
- Do you know how to get information in an emergency?
- What would you buy yourself? (e.g. for Christmas to help keep cool)
- What would you do if the telephones are down? Answer all questions again, imagining there is no phone network this time
- If you had to leave your home, how would you signal this to friends/ neighbours/helpers?
- Can you contact and do you know vulnerable neighbours?
- Are you checking weather forecasts? (via Adelaide Weather - approx one day before Melbourne weather is a rough guide)

How the self-assessment list might function

- How do you get people to remember to refer to the checklist in the first place if there is an event notification or warning issued? How to make top of mind and reach people that fall through the cracks e.g. English is not first language
- How often do they need to do it?
- How to reach people who might fall through the cracks and tend to ignore postbox junk mail.
- How to reach people who shun offers of help or like to pretend they are okay or are not aware that they are at risk.
- How to get people to think about other options other than staying in the home
- How to get people to think about including family or friends in sharing the situation and also responding to events and safety
- How to ensure resources are trusted/avoid scammers etc who strike in times of uncertainty.
- How to reassure people who might have to move out that their property will be secure and avoid making themselves more vulnerable at a time of adversity
- Keep coming up against the idea that Council has a strong responsibility to respond in situations like this.
- Clear hard copy directions on the fridge – has to be obvious.
- People who sleep on the beach etc. No fixed address. Homeless people (how to help?)

Each group was asked to report back on the key questions they identified and the facilitators took an informal show of hands poll about the number of questions that they thought would work best for the self-assessment tool. This show of hands identified a preference for 10 - 20 questions overall (10 hands), though there was not a consensus made.

There was also a discussion over whether the self-assessment checklist should offer a score of a preparedness or similar outcome at the end, however, this idea was dismissed by the group as potentially being dangerous and offering a false sense of security. The Red Cross 'Rediplan' was also identified as a valuable resource that residents should be directed towards.

Draft Map of Places to go in Extreme Weather

The group was provided with a base map of the Bayside Area with some key locations/Council assets identified.

The group were provided with stickers and a suggested legend of:

- Blue dots for Council Assets (not already on map)
- Pink dots for publicly accessible but private space (e.g. shopping centres)
- Green dots for open spaces/meeting points
- Red dots for information hubs and community services
- Orange dots for paid spaces e.g. gyms, cinemas
- Yellow dots - group to identify

Overall, this activity produced a long list of 80+ locations (including some double ups), key locations identified included schools, golf courses and other open spaces, the beach, shopping centres/precincts, Yacht Clubs/Surf Lifesaving Clubs and RSLs, Council and community services, gyms, churches and even a funeral home and Masonic Hall. These locations were marked on the map and identified in an accompanying list with more detail.

An example of a completed map provided by the group is provided as Figure 1.



Figure 1: Example Map completed in Session 1 by workshop participants (legend also created but not pictured)

There was a discussion on the identified locations during the session, some key points from this discussion included the following:

- Some facilities such as life saving clubs would be good but may not be open all the time – how do you know if it is open in an emergency? – do you need to test your plan?
- Raised the idea of whether the beach is a facility – we have so many and are so used to them but are they a good place to go? Doesn't have any shade but does have the water that people seek out on a hot day though also has issues with accessibility.
- Where do you go if you are dependent on Taxis? – they will sometimes refuse to take me home because it's too short a journey.
- Have a very long foreshore with facilities for cooling. Went through all the facilities for cooling along the foreshore.

Communicating the Toolkit

Using menti, we collected ideas from the group on how this tool could be communicated with older residents in Bayside once it is released. A summary of the suggestions includes:

- Include in rate notice correspondence
- Community radio service/news radio
- Community billboards/ posters at train stations
- Regular flyer
- Talks at Bayside libraries/Launch at Seniors Week
- Neighbourhood watch and other club newsletters
- Liaise with all the cinemas, schools, (orange dots) to disseminate
- Tv news item
- Speak about it at Clubs eg U3A, Rotary, golf clubs, life activities, RSL, senior centres or partner with their newsletters (e.g. Life Activities Club)
- Social services - MOW, Centrelink, hospitals and GP clinics etc"
- Make it into a public competition - winners get say a personal battery fan or ... a lunch with Max
- Push notifications from power companies and telcos
- Should be a standalone method not buried amounts other stuff
- Social Media

Voting on Approach

Towards the end of the session the group were asked to vote on their level of support for the proposed use of an extreme weather preparedness map. The results from 17 votes were identified as pictured.

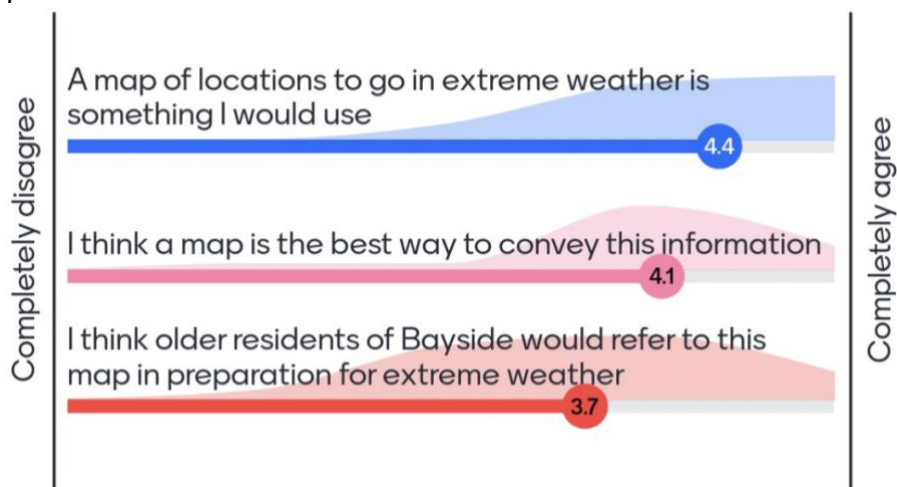


Figure 2: Menti Vote on 'how much do you agree with the following statements' in regards to the toolkit. n=17 votes.

This voting identified a high level of support for the project, though additional work would be required to encourage older residents of Bayside to refer to the tool.

As this session was a co-design approach, we also flagged the areas that we could potentially focus on at the second session and asked participants to choose the three areas that they felt were the most important. This question received 14 votes via menti and it was clear that a review of the mapping tool was the least pressing area of focus. The results of this question are provided as Figure 3 of this report.

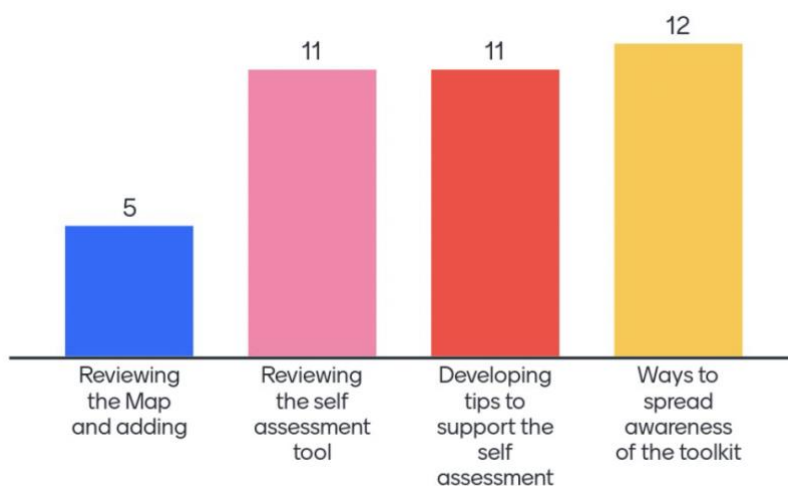


Figure 3: Menti Vote on 'What work would be most useful to build upon next week' where each participant was provided up to 3 votes. n=14 votes.

Session 2

Presentation of Draft Material

To start session 2, Simon Torok presented the draft tool that had been prepared by Scientell in the week between the two sessions. This tool included a self-assessment checklist with 39 questions included and an A3 map of Bayside with key locations marked and all identified locations listed. This draft tool is shown as provided to the panel at Figures 4, 5 and 6 of this report.



Figure 6: Draft Extreme Weather Location Map

Feedback on Draft Map

As the group had decided to spend the least amount of time on the map, we only allowed time for a quick review of the map locations.

To undertake the review, the group was provided with a table of the locations suggested and were asked to review the map to identify:

- Is the legend colour correct?
- Is the location correct and/or do you know the address?
- Are there any notes that are relevant to this location?

The completed worksheet for this task is provided as Appendix 3 to this report.

The group also discussed the map in general, where the following questions and comments were raised:

Comments on Map design/information

- A lot of the locations are not guaranteed to be accessible unless there is an agreement with that location. Why include unless it is known they will be available?
- The map overall is too complicated. Compared to the Darebin map which is numbered, has key agencies with address and telephone number and is specific. Like that the map is larger but could do with fewer key components (in general there was support for the approach taken by Darebin).
- Getting back to wards – if I am in a situation where I have to make a decision it would be good to have a large map for each ward – coding has to be very clear about what you can do. Not all of the wards will have all the facilities that you want.
- Having an online version that is more up-to-date than a printed version.
- Could contour lines be added to the map to indicate high points and shading to indicate areas that are likely to be flooded – contour points can be confusing – potentially there is shading or a symbol for high ground
- Like that Darebin Map has the address and telephone number. Would also like the opening hours but is likely to go out of date quickly.
- Would like a large print paper copy for the visually impaired.

Legend for Grouping Locations

- How do you cluster this information – by event? Location? What type of event is appropriate for the location. Better to identify when a location is appropriate (e.g. red dots for heat, blue dots for flooding). If suitable for both may be a new colour or split the dot into two. Dots for events – 6 hands
- Do we need to identify spots that are available daytime vs night time? Notes rather than legend? – more likely notes
- Can all the blue dots be associated with water along the coast? Open Spaces and parks should have green dots? Make it more intuitive to interpret. – 4 hands

- Not as useful to divide up by wards
- Could you categorise by the type of thing you are looking for? (e.g. telephone access)
- Four areas we should look at – can it be accessed by members of the public including people with disabilities, is it open to the public? What's the capacity of the venue? And does it have suitable environmental conditions? Do they have toilets?

Based on these comments around the clustering of information on the map/legend, it was proposed that the map only addresses where to find cooler locations on hot days rather than all extreme weather events and a potential simplified legend may include the following:

- Open space (Green)
- Library
- Shopping Centre
- Other

However, there was limited support for this approach from the group, with comments that identified:

Legend

- Feeling that these categories discredit a lot of the work that is already created – too focused on some particular spaces
- It does depend on the severity of the condition – if it's 4 days above 40 the colour coded has a different meaning.
- Instead of Libraries – more inclusive to say Council Properties (but noted that there are a lot of properties Council own but don't manage)
- No red dots or writing – when I see it I intuitively think danger or higher priority or urgent. Feels like a dangerous colour.

Map Focus

- I liked the focus on all different weather events – like that it was more up to date with what we've been experiencing.
- When are you using it – Need to be clear that it is not an emergency plan – Very different to extreme weather
- Map has the focus on heat but the checklist is broader
- Want the map to account for power outages – happens a lot (where are locations that are likely to have backup power).

Review of Self-Assessment Questions

The group each reviewed their own draft copy of the self assessment checklist - the general feedback focused on phrasing and whether this is the right tool for vulnerable older residents, including:

- Delete 'coolest' as the play on words is not appropriate
 - The checklist should be about extreme weather, not joking about keeping cool
- Council include in leases access when required for emergency
- Is the form going to be downloadable? Where can you get extra copies?
- The usefulness of the checklist is limited to residents who are computer literate and capable of developing a plan. A significant portion of the 65+ would not be capable (especially frail elderly). I like it as a tool for people capable of implementing a plan, but I think this is a limited group (very motivated, tech-savvy only or younger people)
- What are they doing in Scandinavian Countries? UK? Australian States? They are usually ahead of us in many ways
- Don't think you can make frail elderly residents more resilient
- Public services need to meet their particular needs and vulnerabilities.

The groups then elected to number the questions 1 - 39 as shown in Figure 7.

Figure 7: Example of groups process of numbering checklist questions

It is noted that most groups elected to number the checklist this way, although Table 2 missed the first three questions in their numbering approach. The answers from this group have been moved to the appropriate question based on the numbering approach used by other groups.

Q.	Comments on Clarity	Consolidation suggestion
1	Good, Distribute redi-plan? Clarify where it can be accessed. First box reword currently 'see useful resources below' but the back page section says More info and resources	
2	Add the name of a radio station, TV station or other. Suggestion to delete social media	
3	Don't assume that all can do this.	
4	Yes/not clear.	
5	Yes/not clear.	
6	Change to 'do you have a cool and safe place'. Not clear.	Can be consolidated with 8 (originally group two suggestion 3 & 5 but adjusted for change in numbering)
7	Not clear. Too wordy, delete the second sentence.	
8	Yes/not clear.	
9	Not clear	Covered in number 1
10	Yes, but should you go out in extreme storms? Not clear	
11	Table 2 did not like this question. Where do I get a guide if there is no internet? Not clear	
12	Table 2 deleted. Where do I check? Requires internet. Covered in Q 1. Not clear	
13		Add to 12. Map?
14	Yes	
15	Yes.	
16	Yes	Could be consolidated with 22
17	Y	

18	Yes - include space for name and contact	
19	Yes	
20	Yes - esim with different telco?	
21	Yes	
22	Yes	
23	Yes	
24		
25	Too wordy delete second sentence	
26		
27		
28	Would delete it as it is covered in the first question.	
29	Can you contact not have you contacted	
30	No comments on these questions	
31	Badly worded	
32-39	No comments provided	
<i>Note: All attempts have been made to accurately reflect the groups comments, however it is possible errors may have occurred when consolidating questions/numbering approaches</i>		

Following the detailed review of the self-assessment checklist questions, the group also provided the following feedback:

Clarity of the checklist overall

- Group questions visible according to subject (e.g. heat/storm/flood and generic)
- Leave spaces for ease of reading
- Try to achieve greater consistency of phrasing e.g. "Q1. safest part of the house" (+ Hey, this might be a garden), Q5. Designated Cool Spot and Q7. Safe Place. These instances should use the same phrase
- Title suggestion "Surviving or Responding to Extreme Weather Events in Bayside" or "Get Prepared to..."
- In general felt some questions could be included as subsets of others
- Daunting number of questions but most of them we were happy with – did include some suggestions to improve.
- Could cluster more questions or elaborate with bullet points underneath

Other Comments

- All mobile phones are not equal and not everyone has one.
- Do we need a rediplan completed then?
- Plan your escape route in the event of an emergency (plan well ahead)
- How frequently should the checklist be revisited?
- Is it accessible or downloadable online?
- Consider that a plan b might be required rather than the initial response to the checklist
- How do we get people to do this or respond to this immediately?
- Important to remember that there are people in this category who don't have a computer or a smartphone. Can't rely too much on technology.
- Have just recently participated in looking at the new web page – once this is completed the resource could be made accessible from here.

Tips and What's Next Section

The draft tool also had a section (filled with dummy text) about tips and what to next. The suggestions from the co-design participants for what to include in this section included the following themes (summarised from full list in Appendix 3):

- Get to know/Offer to help a neighbour
- Reminders to follow up regularly (E.g. every 6 months)
- Make sure you have a will and power of attorney
- Make available in different languages
- Complete the section and follow up where you are vulnerable
- Share learnings with your family & friends
- Feedback to council
- Access a specific QR code for up to date information.
- Fridge magnet with the actions - not the questions

How to Communicate This Tool with Older Residents

A selection of the most frequently raised ideas in session 1 were provided in a menti for participants to vote on the ideas that they had the strongest level of support for overall. This activity had votes from 16 participants, with delivering the tool through flyers/letterbox drop clearly identified as the most supported approach by the group.

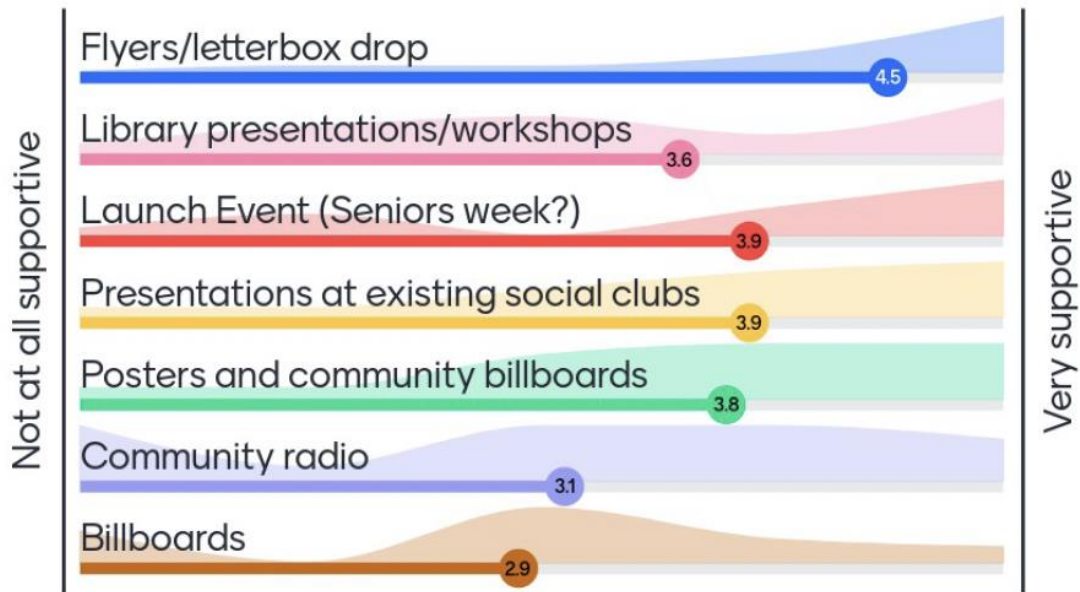


Figure 8: Level of support for how Council might communicate this tool with older residents (n=16)

The group were also asked what they would choose if Council could only do one thing (though they were able to select three options). Of the 16 participants that voted, it was clear that the key interest was in flyers or a letter box drop of the material, a launch event and presentations at existing social clubs.

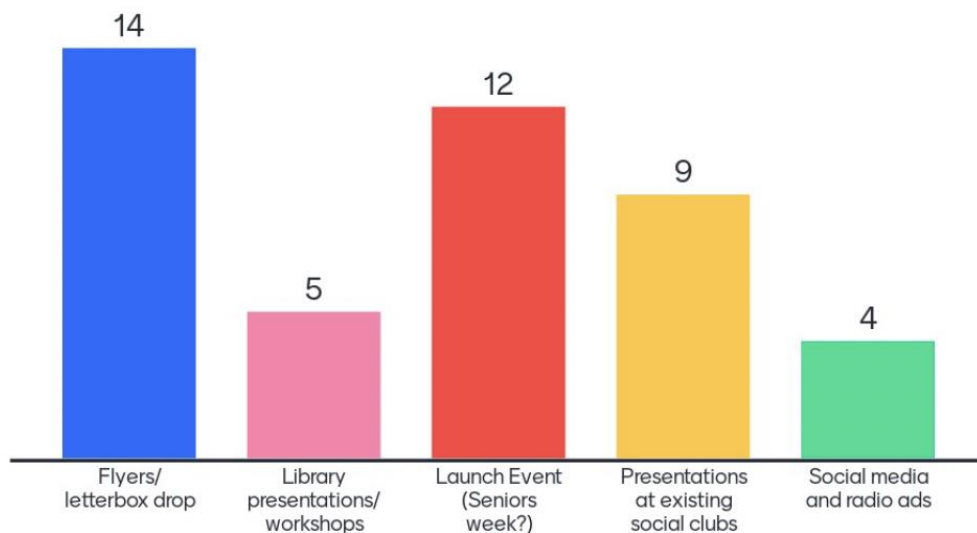


Figure 9: If Council could only do one thing to promote this tool, what would you choose (n=16, participants able to select 3 responses)

Other suggestions for promotion

An option to add other suggestions was also given, with a summary of the suggestions received as follows (all suggestions provided in Appendix 3):

- Bayside council newsletter/website
- Encourage word of mouth (not just restricted to the elderly)
- Local churches, clubs and community groups (e.g. Men's Shed, Sandy Life Activities Club, Bowls, U3A etc)
- Prize winning competition/questionnaire
- Link with issuer of seniors card
- Telephone hotline?
- One page add or article in Bayside Magazine
- Noticeboards in supermarkets, sporting centres/community centres
- Share air time with major advertisers eg utilities, RACV, Council tax bill
- Txt message/email
- Mobile electronic message boards
- Make it into a game
- Have a strong sponsor
- Ask age care support workers to engage BCC clients & prompt to discuss

How would you like to help promote this tool?

In general, the group were proud of the tool that was created and open to sharing it with their existing groups/networks and adding it to group newsletters where they were able to do so. A summary of the key offers include:

- Word of mouth/share with neighbours
- Facebook communication
- Share to SLAC/Rotary/Sporting Clubs/U3A/Retirement Villages
- Have a 'lead' speaker for discussion
- Distribute flyers to the subgroup within local club
- Share with members of all the clubs I belong to
- I commit to copying councils launch notice to U3a newsletter, website & Facebook page (1600 members)
- Chatty cafe has a large elderly attendance, a presentation would be informative
- Older celebrity event / morning tea
- Perhaps invite a well-known person to a community morning tea at the library,

Feedback on the session

At the end of session two, the co-design participants were asked to provide any feedback on the session via menti.com. This included a series of 13 questions were participants were asked to identify how much they agreed with each given statement. These responses are shown as figures 10, 11 and 12.

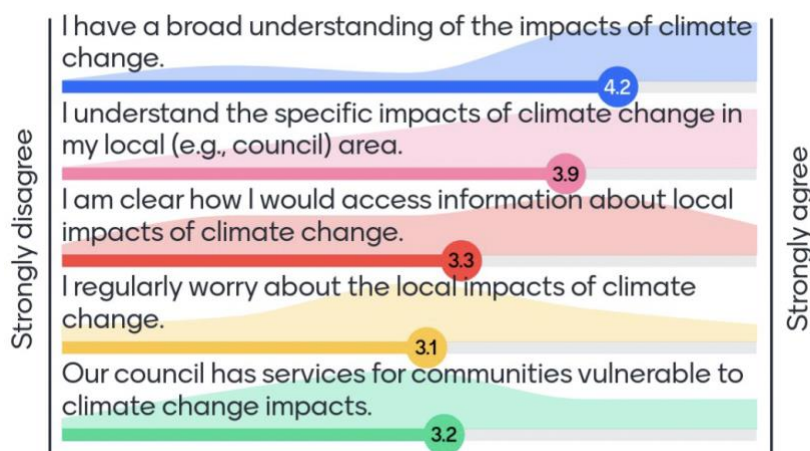


Figure 10: Level of Agreement with key statements slide 1 (n=18)

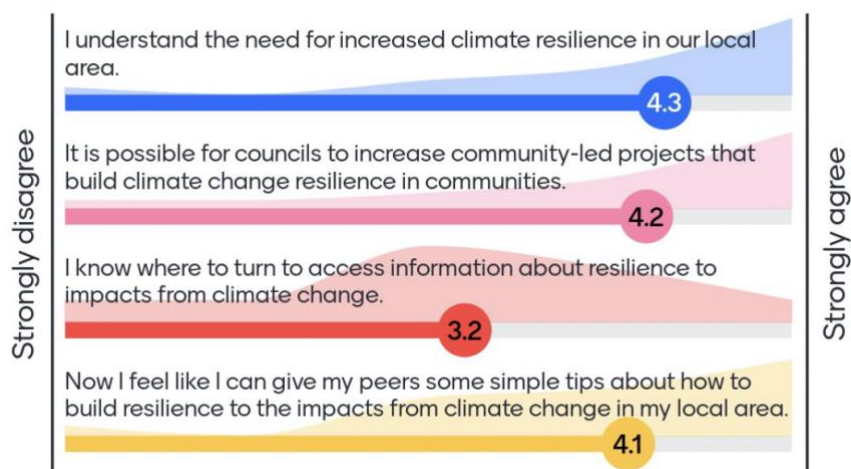


Figure 11: Level of Agreement with key statements slide 2 (n=18)

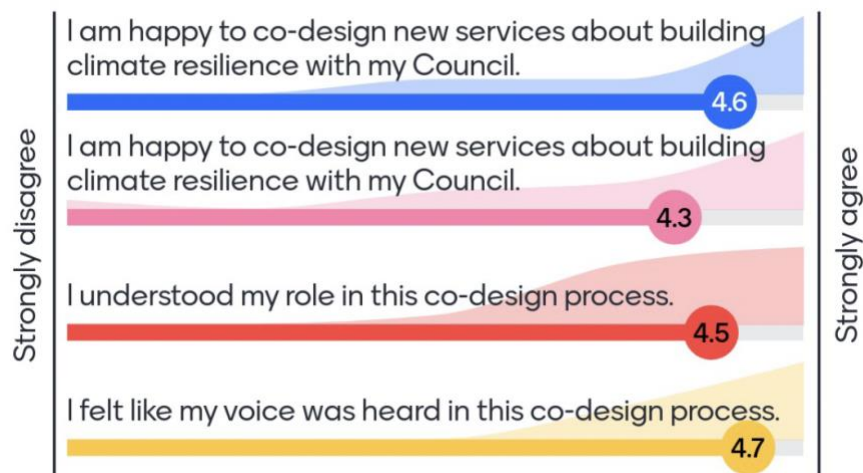


Figure 12: Level of Agreement with key statements slide 3 (n=17)

The outcome of these votes identifies that overall there was a high level of approval for the co-design process as well as some deeper learning around climate resilience. It was evident that there was some additional work that could be done to help participants better understand climate change and find resources to improve climate change resilience.

Final Comments on the Process

Positive Feedback

- It was good to be included in this process
- Grateful to have the opportunity to have my views heard
- Our ideas have been sought and noted
- No other comments. Pretty much covered. Happy overall it's been a fantastic workshop. Has made us realise the importance of getting information out there
- Thank you for the opportunity to learn and participate in this process
- I am glad I learned a lot from this process
- It is very good to involve the community at a large scale
- Appreciate the ability to contribute and all the outstanding efforts and help by all presenters and our Council Staff

Questions about process and what next

- Timeframes for what happens next
- Work together with Comms department to understand and accept report
- We've also been praised. Provided with positive feedback about our contributions. Not made to feel like silly old fools
- Challenge is to improve on what others have already done eg darebin
- How will this initiative be shared with the bayside community?

- Will Bayside Communication Personnel appreciate and take notice of our efforts and outcomes.
- Good to have the expert input and be part of wider SECCA initiative. Comparison models Ryde and Braeside also good.
- "Building resilience is about be being proactive. Like to hear BCC's contribution of preparedness to minimise damage of storms etc, eg. priority to overhanging tree branches"

Next Steps and Conclusion

Max Hardy Consulting facilitated a co-design process to develop a tool to support older people to survive extreme weather in Bayside with 19 older residents from the Bayside area. This was an engaged group of participants that contributed a significant volume of information and insight to the task provided. There was an overall agreement that the self-assessment checklist and map of cool/safe locations were useful tools to be producing, though it would be key that more work was done to determine how to communicate these tools.

Some of our key insights from this process include the following:

- More time between sessions would have been beneficial to allow for deeper consideration of the tool and feedback from Council/Scientell
- Council were very open to how this tool might ultimately look and be used, though this is commendable, given the timeframe - stronger guidelines on what is and isn't feasible for Council would have been beneficial and potentially allowed for this process to reach collaborate on the IAP2 spectrum.
- The ability to provide draft materials for the panel to critique with a one week turn around allowed for the substantial volume of input and shaping this tool received from participants.
- This process achieved high quality input and deep insight into the shape of the tool, however it is difficult to reach a refined and agreed upon outcome during the co-design sessions alone.

Overall this session produced clear feedback and direction for the toolkit that has actively guided it's final form and is a clear example of co-design. It would be beneficial for Council to continue to communicate with this group and keep them across the project as it progresses following feedback from SECCA and the Minderoo Foundation.

Appendix 1: Agendas

Agenda/Runsheets

Bayside City Council - Supporting older people to survive extreme weather in Bayside Project

Deliberative Panel - Session 1

Date and time:	7 February 2024 - 10:00am - 2:00pm
Venue:	Beaumaris Reserve Sports Pavilion Reserve Rd, Beaumaris VIC 3193
Purpose of the session:	<ul style="list-style-type: none"> • Getting reacquainted and working together • Feedback on criteria for extreme weather preparedness kit • Populating a draft Bayside heating and cooling map

Time	Item	Detail	Presented by
9:30am	Arrival and Refreshments	Panel members are welcome to arrive from 9:30am in preparation for a 10:00am start. Refreshments available Name badges are to be provided (by Max Hardy).	N/a
10:00am (10 mins)	Welcome including acknowledgement of Traditional Owners	Bayside City Council to welcome panel members and give the acknowledgement of traditional owners and introduction to Max Hardy Consulting	Bayside City Council Rep
10:10 (15 mins)	Project team introductions, Purpose of the two workshops and overview of today's agenda.	re-introduction to the Process and housekeeping etc. Introducing the project team. Show agenda for this session What is your task? Tips for getting the most out of deliberative engagement. (10 mins) 10 mins for Q & A.	Max Hardy

Time	Item	Detail	Presented by
10:25 (20 mins)	Council Presentations	Presentation: What has happened since we last met (10 mins) 10 mins for Q & A.	Bayside City Council - Shelley
10:45 (5mins)	Quick Break	Snacks/Tea/Bathroom	Max
10:50 (40 mins)	Activity 1 - Discussing Extreme Weather self-assessment tool	<p>How do you know what to do in an emergency? The last co-design session identified that a self-assessment tool would be beneficial to help older residents decide what to do in an emergency event.</p> <p>What questions would you ask in the event of an emergency to:</p> <ul style="list-style-type: none"> • Identify your needs • Self-assess the resilience of your location (e.g. do you have food stocked, is there heating and cooling available, would you be able to change locations if the event got more severe?) • Know what you are looking for (e.g. a cooler or drier place) • What might be their triggers for the need to move or change what they are doing (e.g. you lose power? You are dependent on public transport to leave.) <p>Some examples will be provided to each table - City of Ryde, Vic Health Extreme Heat Fact sheet</p> <p>Council may support as table scribes/facilitators to float around the room.</p>	Max
11:30 (30 mins)	Report back and Voting	<p>Each group to present the questions they identified that they think will be most useful and whole group discussion.</p> <p>Menti voting on the level of support for those 'most important' questions identified.</p> <p>Menti poll opened for any feedback/thoughts.</p>	Max
12.00 (20 mins)	Presentation - Map of community assets	<p>Presentation on mapping community assets for Climate Resilience</p> <ul style="list-style-type: none"> • e.g. Darebin Heating and Cooling Map. • Bayside to walk through the base map with Council Assets. 	<p>Max Hardy to lead activity description</p> <p>Bayside to walk through map with key</p>

Time	Item	Detail	Presented by
		<p>Max to talk through the proposed legend:</p> <ul style="list-style-type: none"> • Red text for Council Assets (already on map) • Blue dots for publicly accessible but private space (e.g. shopping centres) • Green dots for open spaces/meeting points? • Red dots for information hubs and community services • Purple dots for paid spaces e.g. gyms, cinemas • Yellow dots - group to identify? <p>Each dot must have a label identifying what it is marking. You might want to number them and have a scribe noting what the number represents. E.g. Dot 1 represents XX Community House.</p> <p>Leave map up around the room for people to look at over lunch</p>	Council assets
12:20pm (20 mins)	Lunch	<p>Participants are encouraged to grab lunch and think about/discuss the mapping exercise.</p> <p>What should be included?</p>	Max Hardy
12:40 (30 mins)	Activity 2 - Mapping	<p>Split into table groups and provide each with a different focus based on the agreed legend):</p> <ul style="list-style-type: none"> • Black dots for Council Assets (already on map) • Blue dots for publicly accessible but private space (e.g. shopping centres) • Green dots for open spaces/meeting points • Red dots for information hubs and community services • Purple dots for paid spaces e.g. gyms, cinemas • Yellow dots - group to identify <p>While identifying spaces you might also want to think about:</p> <ul style="list-style-type: none"> • When would this location be most useful? • How accessible is this location for different needs? E.g. Walkable? Public transport? 	Max Hardy
1:10pm (5 mins)	Quick break		
1:15 pm (30 mins)	Report Back on Mapping and voting	<p>Report back on mapping and ability to add any suggestions.</p> <p>We will consolidate a version for Session 2.</p>	Max Hardy

Time	Item	Detail	Presented by
1:45 (15 mins)	Next Steps and homework for next week	<p>What will happen in the next meeting</p> <p>Homework - ask your family and friends where they would go and what they would do in an extreme weather event.</p> <ul style="list-style-type: none"> - What questions do they ask themselves? - How do they know if they are prepared? <p>Closing Menti - Any questions or things you would like more info on next week? (Wordcloud)</p>	Max Hardy
2:00pm	Close and Thank You		Max Hardy

Agenda

Bayside City Council - Aged Care

Deliberative Panel - Session 2

Date and time:	15 February 2024 - 10:00am - 2:00pm
Venue:	Beaumaris Reserve Sports Pavilion Reserve Rd, Beaumaris VIC 3193
Purpose of the session:	<ul style="list-style-type: none"> • Reviewing the heating and cooling map • Review of self-assessment tool • Identifying tips and advice • Understanding how best to communicate this information with older residents • Evaluation of the process

Time	Item	Detail	Presented by
10:00 am (5 mins)	Welcome and acknowledgement of Traditional Owners	Council to give the acknowledgement of traditional owners	Bayside
10:05 am (10 mins)	Overview of the Session and Quick Menti	<p>Overview of the session for the day</p> <p>Report back from homework.</p> <p>Max to identify that there is a consolidated version of the map and self-assessment tool on each table.</p> <p>Menti - any questions or comments that you have been thinking about since the last session?</p> <p>(Leaving menti open for any questions)</p>	Max Hardy
10:15 (30 mins)	Presentation: Draft tools from last week	<p>Presentation of designed heating and cooling map (10 mins).</p> <p>Council to provide their questions. (10 mins)</p> <p>Group to ask any questions they have e.g. why something was included in this way (no feedback yet) (10 mins)</p>	<p>Simon to present tools</p> <p>Council opportunity for feedback</p> <p>Max to field questions.</p>
10:45 am (15 mins)	Activity 1 - Small Groups	<p>Review the map - Preliminary review</p> <p>Review the consolidated map and fill in the provided worksheet.</p> <ul style="list-style-type: none"> • Are the colours right? • Is the location right? • Is there a note that should go with this location? 	Max Hardy

Time	Item	Detail	Presented by
		You may also want to look for any gaps. Add any gaps to the menti over break	
11:00 am (5 mins)	Quick Break	tea/snack/bathroom	
11:05 (10 mins)	Voting on Map	Voting on Map - level of support Quick menti poll on level of support for map and open menti for any comments.	Max Hardy
11.15am (45 mins)	Activity 2 - Self Assessment Checklist Review	Reviewing the provided self-assessment checklist. Any feedback/ideas/edits/suggestions. Think about: <ul style="list-style-type: none"> • Is it clear and easy to understand? • If you could delete two questions, which questions would you delete? • Is there anything to add? After 30 mins groups report back on their thoughts.	Max Hardy
12:00 (30 mins)	Lunch Break	Break for lunch	
12:30 (20 mins)	Activity 3 - Tips and What's Next	In table groups, brainstorm 4 - 5 tips for the 'What can you do?' section of the self-assessment tool. Groups to report back on their best tips	Max Hardy
12:50 pm (25 mins)	Small Groups - How to communicate these materials to older people	Menti voting on suggestions from last week and council suggestions (workshops) - prioritisation of ideas. In Small groups, participants identify any unique ideas (e.g. a specific local network) for how to communicate this information with older/aged residents of Bayside.	Max Hardy

Time	Item	Detail	Presented by
1.15 pm (5 mins)	Quick break	Break for tea/snack/bathroom	
1:20 pm (15 mins)	Voting on ideas and Launch event	Voting on additional ideas about how to communicate the checklist Any feedback on what a launch event might look like	Max Hardy
1.35 pm (10 mins)	Thank you and Next Steps	Thank you from Council and what happens next	Bayside City Council
1.45pm (15 mins)	Process review and close	Quick menti vote - four slides of voting Close and thank you	Max Hardy

Appendix 2: Session 1 - Raw Notes

Bayside Workshop 7 Feb

Output Notes

Activity 1 – Self Assessment Checklist

Group 1

- How do you get people to remember to refer to the checklist in the first place if there is an event notification or warning issued? How to make top of mind and reach people that fall through the cracks e.g. English not first language
- How often do they need to do it?
- How to get people to remember to refer to it in the event that notifications/warnings are issued.
- How to reach people that might fall through the cracks and tend to ignore post box junk mail.
- How to make the process inclusive and ensure community engagement/involvement.
- How to reach people that shun offers of help or like to pretend they are okay or are not aware that they are at risk .
- How to get people to think about other options other than staying in the home
- How to get people to think about including family or friends in sharing the situation and also responding to events and safety
- Resilience post event planning – so if home is flooded or catches fire – where would you go? Forward Planning. Stay with friends/relatives.
- Reminder of the resilience of water supply and function -how to make sure you are drinking enough.
- How to ensure resources are trusted/avoid scammers etc who strike in times of uncertainty.
- How to reassure people who might have to move out that their property will be secure and avoid making yourself more vulnerable at a time of adversity
- Not relying on a single method of communication – use multiple networks

Group 2

- Really important to have a Council register of vulnerable people so that Council can contact them – the people least likely to look at things in times of stress even a list on the fridge
- What do you do if your neighbours aren't home. Who do you contact?
- Keep coming up against the idea that Council has a strong responsibility to respond in situations like this.
- Clear hard copy directions on the fridge – has to be obvious.

- 1. House too hot – location to be cooler – room or shopping centre
- Transport? For disabled residents with no transport who to contact?
- Many have alarm systems – communication
- Major weather event – council – community facilities available 24 hours
- Lingo – clear directions on the fridge. Hard copy
- Transmit – news – radio – solar wind up radio for power outage.
- Other options if neighbours absent – family – 000 – SES – Council
- Access to water.

Group 3

- Do you know the SES contact number? Do you have it stored on your phone?
- Advanced care directives – do you have one? Who has access and is it stored in MyGov.
- What would it take to make you leave your home?
- How would you communicate if power/electricity/NBN/phone network is unavailable
- Do you know the nearest cool place if your own home is not energy efficient?
- Have you considered an energy assessment? Look online/at energy providers.
- Do you have a plan for your pets?

1. What would it take to make you leave your home?
2. Do you live alone?
3. Do you know your neighbours?
4. How could you get to know your neighbours?
5. Do you have an identified support person for assistance?
6. Are they local?
7. How would you communicate if the power is unavailable?
8. Are you in a flood zone?
9. Do you know the nearest cool place if your own home is not energy efficient?
10. Have you considered an energy assessment?
11. Would you need transport to leave your home?
12. Who would you phone in an emergency
13. How would you contact if no phone available?
14. Do you have a plan for your pets?
15. How would you manage your medical conditions or disabilities in an emergency
16. In the event of a power failure, can you easily exit your home/garage?
17. Do you have an emergency plan?
18. Do you know how to get information in an emergency?
19. Do you have an advanced care directive?
20. Who has access to it?
21. Is your ACD stored in myGov
22. Do you know the SES contact #
23. What happens to your valuables and important docs

Group 4

- What would you buy yourself e.g. for Christmas to help keep cool.

- Vulnerable people – how do we contact support services/when there is unlikely to be someone from the Council available 24/7
- How do you open your garage door if there is no power.
- Would a 'keysafe' play a role? Keypage? Communicating whereabouts and avoid the need to break a window.
- If you need to leave and have mobility problems, who (and how) do you contact help? Especially if Taxis are not available.
- What would you do if the telephones are down? Answer all questions again, imagining there is no phone network this time
- If you had to leave your home, how would you signal this to friends/neighbours/helpers?
- Can you contact and do you know neighbours who are vulnerable?
- People who sleep on the beach etc. No fixed address. Homeless people (how to help?)
- How about any pets - how will they be cared for?
- Do you know how to contact SES and support services?
- Are you checking weather forecasts (via Adelaide Weather - approx one day before Melbourne weather is a rough guide)
- Can you identify the coolest spot in your house @am/pm/overnight?
 - Using housing aspect/orientation to open doors/windows when sun is not shining on them and all doors/windows overnight.

Simon Questions

- What do we do if you need help?
- What is the right amount of work to do to prepare for something? Is it a four pager?
 - What is do-able/attractive
- 5 for 10 questions
- 6 for 20
- 1 for 30
- 0 for 40

Would you end up with a score for preparedness?

The issue of security in a climate crisis – inc. house invasions and a new phenomenon. Police have a role if looting starts to happen. Questions around securing your most valuable items.

If you own a property in the country you have to do a CFA assessment (very detailed) about your readiness to deal with fires

Tips on what to do

Would providing a score give a false sense of security? How often do you have to review?

Red cross book has both – a self assessment and then a plan at the back

Activity 2 – Review of Mapping Information

Table 1

1. Tulip St gym and pool
2. Sandringham Hospital
3. Bayside Council
4. Masonic Hall
5. Police Station
6. Southland Shopping Centre
7. Woolworths shopping precinct
8. Hampton RSL
9. Thomas St Community Centre
10. Thomas St South Reserve
11. Netball centre - Woodhouse
12. Caber Brighton Hospital

Note: Black Rock House and Beaumaris Motor Yacht Squadron shown on map are usually locked

Table 2

1. Allembe Park
2. Sandringham Golf Club
3. Royal Melbourne Golf Club
4. Sillitoe Reserve (open with council support - air con in pavilion for heat)
5. Sandringham Bowls Club and Park Opposite
6. Thomas St Reserve
7. Hampton Community Centre (near station) - blue and red
 - a. Air con, large, library space
8. Southland Shopping Centre
9. Treybit Reserve
10. St Andrews Church
11. Livingston St Community Centre
12. Brighton Bowls Club
13. Hampton RSL
14. Sandringham College (next to big reserve that is open and accessible)
15. Brighton Secondary College
16. Sandringham Leisure Centre
17. Berendale specialist school
18. Dendy Cinemas
19. Brighton Bay cinemas

20. Hailebury School
21. St Leonards School
22. Holy trinity church hall
23. Beaumaris secondary college
24. Black Rock Primary school
25. Cheltenham Golf Clubrooms

Table 3

1. Brighton Grammar school - for alumni (yellow)
2. Baptist Church
3. Funeral Directors e.g. cnr of Centre Rd and Nepean Highway have 2 large meeting rooms

Orange

1. Beaumaris Motor Yacht Club (All orange from here until identified)
4. Beaumaris Life Saving Club
5. Beaumaris Yacht Club
6. Black Rock LSC
7. Black Rock Yacht Club
8. Half Moon Bay LSC
9. Sandringham Yacht Club
10. Hampton LSC
11. Brighton Yacht Club
12. Brighton Baths

Red

1. Bayside Men's Shed
2. Denby Men's Shed

Pink

1. Scotland Shopping Centre
2. Dendy Church, St, Brighton
3. Bay Centre, Bay Street Brighton
4. Sandringham Family Leisure Centre
5. Golf courses x 3
6. Sandringham Hotel
7. Hampton RSL
8. Highett RSL

Blue

1. Cricket, tennis and football grounds x multiple sites

Note:

- People look to the groups of which they are already members for their solutions

- Parking may still be an issue at these venues

Table 4

Yellow

1. Bayside Netball Centre
5. Royal Melb Golf Club
10. St Leonards School
11. Haileybury School
14. Highett Centre
15. Sandy Hospital
16. Hampton Canon Centre
23. Star of the Sea College

Green

17. Beaches
19. Acorn Pat

Pink

2. Brighton Beach Hotel
3. Sou
6. Sandy Beach Centre
13. Highett Shopping Centre
26. Sandy Hotel

Blue

4. Sandy Golf Course
12. Masonic Hall
18. Beaumaris Reserve Pavillion
20. Sandy Scout Hall
21. Highett South Hall
22. Grange Rd Kinder - all kinders
27. Sandy Croquet Club

Orange

7. Brighton Bay Cinema
8. Dendy Cinema
9. Med HP Gym
24. King Club Gym
25. Recreation Gym

Notes from Workshop

- Some facilities such as life saving clubs would be good but may not be open all the time – how do you know if it is open in an emergency – do you need to test your plan.
- Is there a fair assumption that places included on the map would be open in the event of an emergency
- Raised the idea of whether the beach is a facility – we have so many and are so used to them but are they a good place to go? Doesn't have any shade but does have the water that people seek out on a hot day
- Where do you go if you are dependent on Taxis – they will sometimes refuse to take me home because it's too short a journey.
- The beach is not always very accessible – even in Hampton where they had a special mat to help access the beach when using a walker. Got down to the beach but then couldn't get back onto the beach mat.
 - Overall we think that in an emergency the beach may not be the first stop for older residents.
- Have a very long foreshore with facilities for cooling. Went through all the facilities for cooling along the foreshore.

Where would you go in an emergency?

- Would depend on the type of emergency – would probably look at the park across the road from my home

How could Bayside Communicate this tool with older residents?

- Include in rate notice correspondence
- Community radio service
- Community billboards
- Regular Flyer
- Talks at bayside libraries
- Launch at Seniors Week
- Neighbourhood watch newsletter
- Liaise with all the cinemas, schools, (orange dots) to disseminate
- Tv news item
- tap into local clubs, church communities, libraries, shopping centres kiosks
- Club speakers eg U3a, rotary, golf clubs, life activities, RSL, senior centres,
- Posters at train stations
- "Social clubs. U3A eg
- Notices in libraries
- Social services - mow, Centrelink etc"
- Sell it.
- "News Radio, newspaper Articles, Put on Rate Notice, Bayside Magazine."
- Make it into a public competition - winners get say a personal battery fan or.... a lunch with Max
- Push notifications from power companies and telcos
- Should be a standalone method not buried amounts other stuff

- "Libraries, Social Media, Media Community Announcements (eg ABC), U3A"
- Library services. Senior citizens Halls . U3A notices. Neighbourhood Group Newsletters .Local Hospital and Gp Medical Clinics
- "Free for older residents. Sell to other residents/non target"
- Community meetings seniors week neighbourhood watch posters letterbox drop radio library
- Bayside newsletter
- Life activities club awareness through their regular publications

Appendix 3: Session 2 - Raw Notes

Bayside Workshop 15 Feb

Output Notes

Map Comments

- Other spaces is too vague
- Maps may be useful for people who do not have a map of the Bayside Council area and don't use phones/internet and don't know the area, otherwise limited.
- Don't think any spaces should be on the map unless there is some arrangement with the council that it can be used in an emergency. If Council does not have the resources to do this then there is not much point in adding private spaces
- Does Vic emergency have designated safe spots?
- How do you cluster this information – by event? Location? What type of event is appropriate for the location? It is better to identify when a location is appropriate (e.g. red dots for heat, blue dots for flooding). If suitable for both may be a new colour or split the dot into two. Dots for events – 6 hands
- Do we need to identify spots that are available daytime vs nighttime? Notes rather than legend? – more likely notes
- Can all the blue dots be associated with water along the coast? Open Spaces and parks should have green dots. Make it more intuitive to interpret. – 4 hands
- Not as useful to divide up by wards
- Could you categorise by the type of thing you are looking for e.g. telephone access?
- A lot of the locations are not guaranteed to be accessible unless there is an agreement with that location. Why include unless it is known they will be available.
- The map overall is too complicated. Compared to the Darebin map which is numbered, has key agencies with address and telephone number and is specific. Like that the map is larger, but could do with fewer key components.
- Like the way that Darebin has classified spaces
- Four areas we should look at – can it be accessed by members of the public including people with disabilities, is it open to the public? What's the capacity of the venue? And does it have suitable environmental conditions? Do they have toilets?
- Getting back to wards – if I am in a situation where I have to make a decision it would be good to have a large map for each ward – coding has to be very clear about what you can do. Not all of the wards will have all the facilities that you want.
- Having an online version that is more up-to-date than a printed version.
- There are symbols for fire/flood/storm/earthquake

- Comments about Southland in particular – when there is extreme heat and people want to get over there it needs to have an agreement with the Council that they will stay open and have access for people to come.
- Could contour lines be added to the map to indicate high points and shading to indicate areas that are likely to be flooded – contour points can be confusing – potentially there is shading or a symbol for high ground
- Needs a date stamp on the map

Council Perspective on Map

- These are not considered safe places – you would still need to be self-sufficient when you get there. There won't be nurses there or refreshments provided etc.

Simon thoughts on Map

- This is a conversation and plan starter, not necessarily the go to resource in an emergency. More about how you can take responsibility for yourself
- Liked the distinction of – what relief am I looking for e.g. Red being heat and blue being flood
- Could there be some shading on the map to look at to show the distinction between the wards
- Would need a date on the printed map so that people know when it is from.
- Can't be the answer to everything – more of a kick start to what you can do where you can go and what's in your area.

Comments on proposed legend

Legend proposed to group:

Open space (Green)

Schools

Library

Shopping Centre

Other

Comments:

- Feeling that these categories discredit a lot of the work that is already created – too focused on some particular spaces
- It does depend on the severity of the condition – if it's 4 days above 40 the colour coded has a different meaning.

- I liked the focus on all different weather events – like that it was more up to date with what we’ve been experiencing.
- Instead of Libraries – more inclusive to say Council Properties (but noted that there are a lot of properties Council own but don’t manage)
- No red dots or writing – when I see it I intuitively think danger or higher priority or urgent. Feels like a dangerous colour.
- When are you using it – Need to be clear that it is not an emergency plan – Very different to extreme weather
- Map has the focus on heat but the checklist is broader
- Want the map to account for power outages – happens a lot (where are locations that are likely to have backup power).
- Like that Darebin Map has the address and telephone number. Would also like the opening hours but is likely to go out of date quickly.
- Would like a large print paper copy for the visually impaired.
- Would like to nominate a temperature for that extreme heat is e.g. 40 degrees and a plan starts
 - Government is limited to act when the Vic State Government Acts

Self-Assessment Tool

(Questions have been numbered 1 - 39 with question 1 starting under “What to do well before an extreme climate event”)

Q.	Comments on Clarity	Consolidation suggestion
1	Good, Distribute redi-plan? Clarify where it can be accessed. First box reword currently ‘see useful resources below’ but the back page section says More info and resources	
2	Add the name of a radio station, TV station or other. Suggestion to delete social media	
3	Don’t assume that all can do this.	
4	Yes/not clear.	

5	Yes/not clear.	
6	Change to 'do you have a cool and safe place'. Not clear.	Can be consolidated with 8 (originally group two suggestion 3 & 5 but adjusted for change in numbering)
7	Not clear. Too wordy, delete the second sentence.	
8	Yes/not clear.	
9	Not clear	Covered in number 1
10	Yes, but should you go out in extreme storms? Not clear	
11	Table 2 did not like this question. Where do I get a guide if there is no internet? Not clear	
12	Table 2 deleted. Where do I check? Requires internet. Covered in Q 1. Not clear	
13		Add to 12. Map?
14	Yes	
15	Yes.	
16	Yes	Could be consolidated with 22
17	Y	
18	Yes - include space for name and contact	
19	Yes	
20	Yes - esim with different telco?	
21	Yes	
22	Yes	
23	Yes	

24		
25	Too wordy delete second sentence	
26		
27		
28	Would delete it as it is covered in the first question.	
29	Can you contact not have you contacted	
30	No comments on these questions	
31	Badly worded	
32 - 39	No comments provided	
<i>Note: All attempts have been made to accurately reflect the groups comments, however it is possible errors may have occurred when consolidating questions/numbering approaches</i>		

Notes

- Delete 'coolest' as the play on words is not appropriate
 - The checklist should be about extreme weather, not joking about keeping cool
- Council include in leases access when required for emergency
- Is the form going to be downloadable? Where can you get extra copies?
- The usefulness of the checklist is limited to residents who are computer literate and capable of developing a plan. A significant portion of the 65+ would not be capable (especially frail elderly). I like it as a tool for people capable of implementing a plan, but I think this is a limited group (very motivated, tech-savvy only or younger people)
- What are they doing in Scandinavian Countries? UK? Australian States? They are usually ahead of us in many ways
- Don't think you can make frail elderly residents more resilient
- Public services need to meet their particular needs and vulnerabilities.

Is it clear?

- Group questions visibly according to subject (e.g. heat/storm/flood and generic)
- Leave spaces for ease of reading

- Try to achieve greater consistency of phrasing e.g. “Q1. safest part of the house” (+ Hey, this might be a garden), Q5. Designated Cool Spot and Q7. Safe Place. These instances should use the same phrase
- Title suggestion “Surviving or Responding to Extreme Weather Events in Bayside” or “Get Prepared to...”
- In general felt some questions could be included as subsets of others
- Daunting number of questions but most of them we were happy with – did include some suggestions to improve.

Which 2 questions would you delete?

- Can consolidate some questions e.g. where would you go? (by event)
- Could cluster more questions or elaborate with bullet points underneath

Suggested Rewording?

- Q22. Fee! - Charity contact? Does this belong here? Looting

Anything to add?

- All mobile phones are not equal and not everyone has one.
- Do we need a rediplan completed then?!
- Plan your escape route in the event of an emergency (plan well ahead)
- How frequently should the checklist be revisited?
- Is it accessible or downloadable online?
- Consider that a plan b might be required rather than the initial response to the checklist
- How do we get people to do this or respond to this immediately?
- Important to remember that there are people in this category who don't have a computer or a smartphone. Can't rely too much on technology.
- Have just recently participated in looking at the new web page – once this is completed

Tips and What's Next Section

- Offer to help a neighbour
- Make a diary note to revisit this every 6 months
- Get to know your vulnerable neighbours
- Make sure you have a power of attorney
- Make sure you have a will
- Do you know of anyone that might need some help with this?
- Make available in different languages
- "A. Take the time to complete the self assessment B. Take the follow up appropriate action"

- set reminder to revisit the self assessment at least annually, preferably bi-annually
- Talk to friends and neighbours about it.
- Share learnings with your family & friends
- Feedback to council
- "Talk to neighbours. Access a specific QR code for up to date information."
- Change batteries in smoke detector and revisit your plan
- Keep regularly updating your emergency plan
- Fridge magnet with the actions - not the questions
- Set an update reminder for 12 months
- Communicate information to neighbours.
- Re will comment - make sure folk know where it is
- "Make enquire as to where you need advice on any questions you responded negatively too
- Offer to assist OR help from to neighbour Take Action to ensure you are prepared for such events"
- "Provide a means to an end - Provide phone numbers, Meet in groups to discuss, What gaps in self assessment, How to meet results of self assessment"
- "Feedback section on tool Informing vulnerable neighbour Making known to all groups part of"

How should Council Communicate this tool to older residents?

- Bayside council newsletter
- BCC website
- Encourage word of mouth (not just restricted to the elderly)
- U3A
- local churches, many older residents still go to church
- Prize winning competition
- Link with issuer of seniors card
- U3A classes
- Telephone hotline?
- "One page add in Bayside Magazine
- Local church and community groups"
- Notice Boards in supermarkets
- Included with Council Tax bill?
- Contact LACVI
- How to motivate residents to complete the self assessment?
- Article in Bayside magazine
- Share air time with major advertisers eg utilities, RACV
- "Text message/email
- Bayside magazine
- Notice with rate notice
- Questionnaire/competition
- Information at all sporting centres/community centres"

- Mobile electronic message boards
- Create a cardboard play, which provides answers to the checklist items
- Healthy Aging newsletter
- Make it into a game
- "bayside Magazine
- Circulate key Aged Service Groups eg U3A/ Seniors Life Activity Group SLAC"
- Have a strong sponsor
- Hampton community centre newsletters
- Deffo via local clubs (eg Men's Shed, Sandy Life Activities Club, Bowls etc)
- Reaching out personally to local neighbours, face to face
- I commit to copying councils launch details to Bayside U3a newsletter, website & Facebook page (1600 members)
- Neighbourhood Watch newsletter (regular distribution in some areas)
- "U3A /Sandy Beach newsletter/
- Rotary Club/Group Meetings Also on the Web Pages for these groups"
- Formalising as agenda item for groups (Brighton Historical Group)
- Ask age care support workers to engage BCC clients & prompt to discuss
- The full list of suggestions is provided as Appendix 2 to this report.

How would you like to help promote this tool?

- Word of mouth
- Share with neighbours
- No thanks just by word of mouth
- Facebook communication
- "Share to SLAC
- Share to Rotary
- Share to sporting clubs
- Have a 'lead'" speaker for discussion
- Share to U3A
- Share to all retirement villages"
- will distribute flyers to the subgroup within local club
- Share with members of all the clubs I belong to
- Communicate in my group in the life activities club
- I commit to copying councils launch notice to U3a newsletter, website & Facebook page (1600 members)
- Chatty cafe has a large elderly attendance, a presentation would be informative
- Various groups
- will distribute flyers & give a talk to the local church I belong
- Display in library etc
- Older celebrity event / morning tea
- Through various Group Newsletter For example Rotary Groups UsA Sandybeach Centre
- Perhaps invite a well-known person to a community morning tea at the library,

- "Statewide Aged Groups COTA,MAV Municipal Assoc of Vic. More localised Age related groups Eg Choirs as well as U3A and SLAC"
- Promote the tool to others



Enhancing Community Resilience project

Output from Co-design Workshop, 12 Oct '23



Introduction

On 12 October 2023, 11 students based in Frankston met to consider how younger residents could be better informed and supported to become more resilient in preparing for, and coping with, extreme weather events.

The students, aged between 14 and 16, formed a co-design panel, and were recruited through teachers at two schools. Over two hours they considered climate change information and then invited to respond to several important questions.

This report is a summary of their ideas, deliberations and recommendations.



Agenda, 12 October 2023

- Purpose and overview of session
- Pre-workshop survey
- Introductions
- Climate projections and project data – Mary-Kate Hockey, Frankston City Council
- Perceptions of climate change risks
- Questions
 - Where do you get information and support from?
 - What ‘assets’ are most useful to you in an emergency?
 - How might young people better prepare with a climate related emergency?
- Interest in potential ongoing involvement
- Reflections and post workshop survey
- Close and thanks



Remit

How might young people be better informed and supported to become more resilient to prepare for, and cope with, extreme weather events?

Key questions:

- What do you see as the main climate change/extreme weather event risks to your well-being (or your loved ones)?
- Where do you get useful information and support from?
- Which assets are most vital during a time of crisis?
- How might young people of Frankston better prepare for, respond to, extreme weather events?



What major weather events have young people experienced?

As the introduced themselves, and answering a few survey questions (see slides 11-13), each young person shared an experience they have had during an extreme weather event. In total the young people had experienced 5 bushfires, 4 storms, 3 floods, 2 heatwaves, 1 earthquake. Specifically, this consisted of:

- Bush fires in Gippsland, Golden Beach (on the news)
- 2020/21 music festival cancelled due to fires
- Bushfires driving back from Pambula in 2020 – fires either side of road and orange sky
- Black summer bushfires
- 2021 storm – tree fell on their house, stadium wall fell in
- 2019/20 – pier broke off Frankston City Council
- Rye thunderstorm while sailing a catamaran
- 2021 storm
- Regional floods - Shepparton
- Driest September on record in Australia 2023
- 2021 earthquake



What would young people do in a major weather event?

After Mary Kate Hockey's presentation of relevant climate change data related to vulnerability, participants were asked what they would do in a major weather event. They responded as follows:

Heatwave

- Stay hydrated
- Stay in a cool building
- Access to hydration, water
- Stay in shade
- Cold shower

Bushfires

- Be observant
- Close vents
- Turn on air conditioning – on recyclable
- Identify water sources

Storm

- Stay/ go inside, stay in the area
- Go to a more structurally sound building – hospitals, shopping centres, community centres, public buildings, communities staples, first responder stations
- Centre of house, bottom floor (be careful when getting food), avoid windows
- Get out of/away from water (e.g. get out of the sea, change out of wet clothes)
- Seek shelter around others
- Call 000 because it doesn't need service
- Call a parent
- Don't panic



How well-prepared are young people for extreme climate related events?

Students responded to this question as follows:

- Don't think they are really aware
- Don't know what to do
- School relief centres
- Schools have plans but students aren't aware
- Teachers keen to do full evacuation drills, including local police (Veronica/ Kate Griffin)

Where do young people get information about extreme weather events?

Do you have any ideas how to get the message across?

- Social media:
 - Ads/ sponsored – catchy, emotive (sad/ funny)
 - Broadening audience
 - Run by: teenagers/ YA; authority figure; celebrities/ famous people
 - Comedy – skits
 - Hashtags (#), trends
 - Interact with other videos/ comments
- Social media platforms:
 - TikTok (most likely to work) – use humour
 - Instagram (most likely to work) – use humour
 - Youtube
 - Twitter/ X – use humour
- School assemblies (most likely to work)
 - Less “do this”, more “I recommend you do this”
 - Less confronting
 - Bringing people in – firefighters, paramedics, policemen
 - Entertaining but informative
 - Having professionals speak
 - Sad stories – stays at the back of your mind
 - Personal stories
- TV ads/ radio: catchy phrases on ads
 - Hook/Catchy song/ tune/ jingle
 - Catchphrase
 - Pop culture references
 - Famous people
- Posters:
 - In bathroom (most likely to work)
 - Short, informative, can quickly read e.g. in lessons or at lunch
 - Windows of stores (most likely to work)
- Premier’s addresses (most likely to work)
- Emergency apps:
 - VicEmergency App/Radio apps
- Word of mouth
- Danger alerts
- Council centres
- Emergency hotlines
- Battery powered radio
- Capture people
- Letters in mail
- Town notice boards
- School newsletter
- Online – google searches

How to interest youth in climate emergency?

Key themes = shock, scare, sad, humour

- Shock:
 - Shock tactics (most likely to work)
 - Sudden/ loud noises
 - Attention-grabbing
 - PSA type shock
 - Shock value
 - Unexpected
- Scare:
 - Real
 - Establish credibility of messenger e.g. not another student from same school or rival school. However, student stories may be effective (story from someone their age)
 - Scare – death (kids, animals), infertility
 - Extinction
 - Make them worry for themselves and their family
- Sad:
 - Sad dogs
- Humour:
 - Use of humour should be tailored to different audiences/ messengers e.g. avoid 'cringe'/ dry delivery – humour better on tiktok, serious better in assemblies. Consider attention of boys vs. girls (10 girls 1 boy in focus group)
- Science
- Short video
- Relevant hashtags

Ongoing interest? Survey. Thanks

- Panellists were then asked “*Would you like to be involved from this point on?*” All students indicated they were interested.
- Students completed the post-workshop survey (see results for pre and post surveys from page 11)
- Students and teachers thanked for their involvement and contribution. Ideas will be turned into a project brief, and ongoing involvement to be explored, through schools, parents and the students.



Survey results, page 1

Thinking about climate impacts on communities

		Strongly disagree	Disagree	Not sure	Agree	Strongly agree
Year 9	I have a broad understanding of the impacts of climate change.		B A		B A B A	B A B A
Year 9					B A B B A	
Year 9					A B A A	
Year 9					B B A	
Year 9	I understand the specific impacts of climate change in my local (e.g. council) area.	B	B	B A B B	A B A A	A
Year 9				B A	A B A B	
Year 10					A B A B	
Year 8	I understand the risks of, and strategies needed to respond to, climate change impacts	B	B B B B	B A B B	B A A A A	
Year 9			B	B	A A A A	
Year 7	I am clear how I would access information about local impacts of climate change	B	B B B B	B B A B	A A A A	A
Year 10			B	B A B	A A A A	
Year 9	In an average week I worry about the local impacts of climate change.		B B A B A B A A		B A B A B A	B A
					B A B A	

B = Before session

A = After session

Survey results, page 2

Thinking about services you access..

Year 9	Our council has services for communities vulnerable to climate change impacts.
Year 9	
Year 9	
Year 9	I reckon I could describe what community resilience to climate change is
Year 9	
Year 10	
Year 8	It is possible for councils to increase community-led projects that build climate change resilience in communities.
Year 9	
Year 7	
Year 10	I know where to turn to access information about resilience to impacts from climate change.
Year 9	

Strongly disagree	Disagree	Not sure	Agree	Strongly agree
	B	B A B A	A A A A	
		B B B B	A A A A	
		B A B B		
		B		
B	B B A B	B A B B	B A B A	A
A			A A B A	
			B A A	
	B	A B B	B B A B	A A B A
			B A B A	A
			B B A A	
			A	
	B B B A	B B B B	A A A A	
	B B A B	A	A A B A	
			A	

B = Before session

A = After session

Survey results, page 3

Thinking about co-design...

Year 9	I understand what is meant by co-design.
Year 9	
Year 9	
Year 9	I am happy to co-design new services about building climate resilience with my council
Year 9	
Year 10	
Year 8	I have been involved in a co-design process before.
Year 9	
Year 7	
Year 10	I understand my role in this process.
Year 9	

	Strongly disagree	Disagree	Not sure	Agree	Strongly agree
Year 9	B	B	B	B A B A A A B A	
Year 9				B B A A A	
Year 9				B A B A	
Year 9				B A	
Year 9					
Year 10		B	B	B B A B A B A B	
Year 8				B B A B A A A A	
Year 9				A A B A	
Year 7					
Year 10	B	B B B A	B A A B	B A A B A A	
Year 9		B		A A B B	
Year 9				A	

B = Before session

A = After session

Facilitator comments

The co-design session went very quickly. Nevertheless the students brought some great energy, insights and ideas. The teachers also provided appropriate support, which helped all students to participate.

Although time did not allow the students to finalise their project brief, they provided to invaluable ideas and suggestions.

They respected each other's ideas and all showed genuine interest in having ongoing involvement. In summary, the suggested next steps are:

- Council to generate a draft brief for consultants to work with students to produce a video to be shared mostly through social media
- SECCCA to make funds available to secure professional services
- Identify a suitable host to publish to social media (with the understanding that it's probably not enticing to young people if it is published through Council)
- Council and SECCCA to identify resources to support Council to implement the project.



SECCCA Enhancing Community Resilience Project 2024

Frankston City Co-design Implementation: Youth climate resilience social media content

Process and Output Report

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Background

Building on the Enhancing Community Resilience Project (ECR) findings and the pilot co-design process with youth in Frankston City, this project is the implementation pilot of the co-designed ideas from the youth to improve climate resilience locally.

It takes the outputs from the co-design workshop and proposes two possible outputs:

- **Social media campaign aimed at building youth understanding of local climate impacts + resilience strategies**
- And/or producing content for use at school assemblies by Fire Fighters / SES / Ambulance Victoria or Council about building youth understanding of local climate impacts + resilience strategies.

Method

A co-design approach was used in recognition of the need for the products to be relevant to young people, suitable for use on popular social media platforms, and to avoid products perceived as being somewhat bureaucratic or government led.

Max Hardy Consulting completed the engagement for this project based on the principles of co-design developed as part of their work with Authentic Co-Design.

1. Be substantial - the decision offered by an organisation is significant enough for all stakeholders to want to make the effort.
2. Be collaborative, inclusive and safe - You agree that you will collaborate with all participants in a co-design process and will include a diverse range of stakeholders. The process ensures it is easy for people with different perspectives and knowledge to participate and contribute.
3. Foster mutual understanding - Co-design processes invite participants to listen, learn, explore and think together. There are different kinds of expertise and different perspectives to appreciate.
4. Be open and transparent - Transparency means operating in a way that ensures it is easy for others to see what actions are performed, what decisions are being made, and how these actions and decisions have been informed.
5. Be jurisdictionally aware - You agree that any co-design projects will be done within the context of your organisation and the jurisdiction of the various government (and other) organisations involved.

The co-design occurred over three sessions, The first, on 12 October 2023, the second on 14 February 2024 and the third 6 March 2024.

Workshop Reflections

Workshop Sessions #1 - 2023

Thurs Oct 12 2023

Agenda

Timing	Item	Approach	Note/Resources
5 min	AoC, Purpose of the session	Frankston City Council Rep	
5 min	Overview of the session and intros	Max	Slide with agenda
10 mins	Project context setting – Outline of the project and what Frankston City data revealed Check in on understanding of terms Explain what resilience and other terminology used means and put it in context	Mary- Kate presentation Q and A	Slides
15 mins	Introduce yourselves if you don't know each other 😊 What stands out about the presentation you just heard? Personal anecdotes about climate change – eg. Experiences with floods, bushfires, drought, did you access any community services etc? What do you see as the main climate change risks to your well-being (or your loved ones)? -eg; fire, heat, flood, storm	Max Small group conversations And report back	To gather the info from the group sessions suggest we have a variety of options: Butchers paper and markers on the tables, post notes, and someone to record
15 mins	Where do you get useful information and support from? If there was to be a climate event (flood, fire' heat) What and/or who do you pay attention to?	Max Small group conversation Report backs	To gather the info from the group sessions suggest we have a variety of options: Butchers paper and pens on the tables, post notes, and someone to record

15 mins	What assets are most useful/available for young residents of Frankston City? Where do you think you would go in the event of a climate event?	Max Small group conversation And report backs	As above
45 mins	How might young residents of Frankston City better prepare for, respond to, extreme weather events? What short term projects do we think could be funded? (SECCCA has 40K to help build the climate impacts resilience of young people).	Max Individual brainstorm (5) Small Group conversations - (Everyone goes to two tables) At the change over table lead summarises the conversation for the new group to continue to build. Section session to include prioritisation task to select top 3 ideas. Report backs on priorities	(mini world café) This will need a table lead for each group
5 mins	Ongoing role? Who is interested?	Max	
5 mins	Wrap up, evaluation, close	Max	

Challenges + Solutions

There were two main challenges identified by the youth participants in Frankston City:

1. A perceived lack of understanding about the local details of climate impacts.
 - a. While they understood climate change they did not have a deep understanding of the impacts locally or in the coming decade/s. They felt that this was broadly true across their cohort.
2. Given the first gaps they also identified an opportunity to engage with Frankston City youth on strategies that produce practical climate resilience.
 - a. There is an opportunity to use engagement on the first to promote the second, as well as get youth broadly to come up with resilience strategies and approaches (and tools?) that will resonate with youth.

In summary, the youth noted that any content will need:

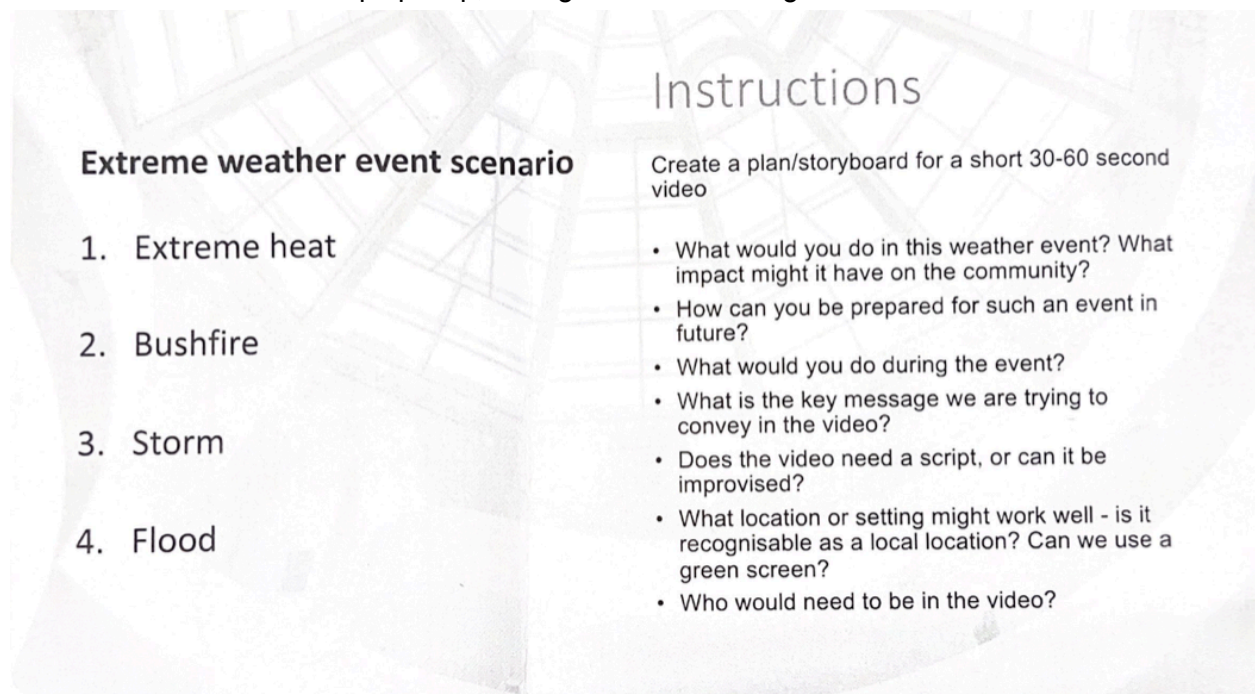
- Content needs to be funny and authority figure or shocking people (e.g., save your pet)
- Scenario planning of what they would do in a climate impact situation • Young people to tell their story

Workshop Sessions #2 - 2024

Wed Feb 14th 2024

Agenda

- Introductions to new/old members of the group
- Context
 - What happened in the first sessions
 - Reminder of the project's purpose
 - Discussion around climate impacts and resilience from Municipal Recovery Manager/ Coordinator Emergency Management, Frankston City Council
 - Discussion around content
 - Links to videos shown:
 - [Mitch Pope - use of stock footage and speaking to camera](#)
 - [Jack Toohey - use of stock footage and speaking to camera](#)
 - What do you like about these videos?
 - What don't you like?
 - Brainstorming for co-design videos
 - Group split up, then given the following instructions:



Instructions

Extreme weather event scenario

1. Extreme heat
2. Bushfire
3. Storm
4. Flood

Create a plan/storyboard for a short 30-60 second video

- What would you do in this weather event? What impact might it have on the community?
- How can you be prepared for such an event in future?
- What would you do during the event?
- What is the key message we are trying to convey in the video?
- Does the video need a script, or can it be improvised?
- What location or setting might work well - is it recognisable as a local location? Can we use a green screen?
- Who would need to be in the video?

- Their responses were as follows:

Bushfires

Prevention (Flammable items)
- Gas tanks

City Suburbia Rural

Evacuation Safespaces
(Hospitals)

Don't go in high risk ~~areas~~
(bushwalks) areas

Evacuation Plan
- Minimise risks

Vic Emergency
Local Council
website

Dramatic Bushfires

3 kids - City Suburban Rural

- Prevention (Flammable items)
eg gas tanks

First part dramatic (what they ~~did~~
didn't do)

Second part (what they should
- could have ^{Evacuation} have done to
minimise risks)

Don't go in on bushwalks due to
high risk

Bushfires

- screen + dramatic
- high - impact
- kids around country talking about their impact
- emotion - dogs
- tips + advice (remove flammable items, evacuation plan)
- offer solutions

Dramatic

3 kids - rural, Suburbs, city
dog for emotional factor
offer solution

Bushfires

Max, Molly

Stems/Facts →

What to include →

- Fast clips / pace
- Text ^{eye-catching}
- News clips
- In the moment clips
- Filmed in 'iconic' spot
- Real experiences
- Being in contact with people
- Places that you can go
- Message - along the lines of "doesn't have to be scary"
- Scripted
- Safety
- Students / youth
- Personal story - schools shut down, power out, loss of pets
- Social Media - Tik Tok, Instagram

Video 1:

- Open with statement
- Appeal to Aus
- Provide information
- Highlighting importance
- Examples of affect on environment
- Call to action: Be prepared
- Ambient music before speeding up

Idios:

- Speed of talking
- Examples
- Before and after

Video idea: Extreme heat + Bushfire

- Dramatic
- Shock factor
- Appeal to Aus
- Visuals of young people in distress due to fire
- Include animals
- Appeal to emotions
- What to bring / what's left behind
- Things are replaceable
- Target Audience: Aussie teens
- From specific areas
- Paul Kelly - "From little things big things grow"
- Cinematic struggles
- MAKE PEOPLE CRY
- Kid holding sad teddy - slightly burnt to loved teddy

- Kid wants to take teddy with them, Mum doesn't allow it, need to leave
- "Be prepared... for anything"

Potential locations:

- Frankston reservoir*
- Sweetwater creek
- Bar

- Playtime
 - Getting comfortable behind the camera with Jerome
 - Jerome quickly pulled together videos to show the young people

Observations

- The young people were curious at first and became increasingly enthusiastic about this project
- They were comfortable to speak up and discuss the example videos
- They had different ideas though they worked well together and respected different ideas and possibilities
- They worked well in small groups and came up with very creative ideas for the project, through humour and emotional lenses

What Worked Well

- Inviting young people to share experiences of extreme weather events at the beginning; it made it all real, relevant and helped to connect young people

Challenges and Solutions

Challenge	Solution
Getting all young people engaged in the conversation.	Use stimulus to prompt their discussion - showing example videos and then asking the young people to speak directly to those videos.
Selecting a filming location.	<p>The young people thought it was important that filming be done outside, at a recognisable local location. A few locations were suggested by the young people, with the group agreeing that Frankston Reservoir would be the best to showcase a location that could be impacted by all four extreme weather events.</p> <p>The actual filming location - Upper Sweetwater Creek Reserve - was selected because it is a Frankston City Council park, and did not require special permission/permits for filming.</p>
The young people had varying ideas for what the key 'hook' or message for the videos should be.	The plan is to incorporate the hook "You won't be scared, if you're prepared!" across the three/four videos to reinforce the central message of climate resilience and

	preparedness. By strategically incorporating the hook into each video, you can create a cohesive narrative that emphasises the importance of preparedness while engaging and motivating viewers to take action.
The logistics of securing times from the schools for young people to participate.	A lot of perseverance and flexibility.
Overall there was a short amount of time with young people given what we wanted to achieve.	We provided an opportunity for young people to jump in front of the camera during the second session; just to have that experience. It helped to build confidence in the process fairly quickly, though some nervousness remained.

Workshop #2a - Filming

Wed Mar 6th 2024

Agenda

Time	Activity
8:45am	<ul style="list-style-type: none"> Team to meet at predetermined location - Frankston Nature Conservation Reserve Select film location
9am - 11am	<ul style="list-style-type: none"> First group of young people arrive Familiarise young people with plan for the session / the type of questions Tegan will be asking throughout the interviews Interview each young person separately OR in pairs if they're more comfortable this way
11am - 11:15am	<ul style="list-style-type: none"> Second group of young people arrive Film group shots with all young people together First group of young people leave at 11:15am
11:15am - 1pm	<ul style="list-style-type: none"> Familiarise young people with plan for the session / the type of questions Tegan will be asking throughout the interviews Interview each young person separately OR in pairs if they're more comfortable this way Young people leave at 1pm
1pm - 1:15pm	<ul style="list-style-type: none"> Pack up film equipment

Interview Questions

Considerations before filming:

- This list of questions was always intended to be used as a guide, with the option for fluidity in the interview process based on what the young people answer on the day of filming.
- Not all questions were asked to all young people, and the order of questioning changed from person to person. The questions chosen and the order in which they were asked was determined by how comfortable the young person was with the interviewing process and being behind the camera.

Video 1: "It'll never happen to me"

- *Depending on what we capture, introduce the hook at the beginning or end of the video as a teaser for what's to come in the series.*
- *Use it as a closing statement to challenge the myths and misconceptions discussed by the students, emphasising the importance of being prepared for climate-induced weather emergencies.*
- *For example: "Remember, you won't be scared, if you're prepared! Stay tuned to learn how you can take action and stay safe in the face of extreme weather."*
- *Get one of the young people to say "but it did happen to me"*

Questions to ask (won't ask them in video order, we can organise in editing):

1. What are some common myths you've heard about climate change and its impacts on weather events?
2. Living in a city, do you think you'll be more or less likely to experience extreme weather events?

Video 2: "But it did happen to me"

- *Begin the video with the hook to remind viewers of the overarching message of preparedness.*
- *Integrate the hook into the personal narratives shared by the students, highlighting moments of realisation and empowerment as they recount their experiences with extreme weather events.*
- *For example: "When the floodwaters rose, I was terrified. But I remembered: you won't be scared, if you're prepared. That's when I knew I had to take action to protect myself and my community."*

Questions to ask

1. Can you share a personal experience or observation of extreme weather, such as a heatwave, flood, storm, or bushfire, that has affected you or your community?
2. How did you feel during that extreme weather event? Did it change your perspective on climate change or weather preparedness?
3. Have you or someone you know ever been caught off guard or unprepared during a weather emergency? What happened?

4. What would have made your experience of that weather event better/less scary?

Video 3: "If I was better prepared"

- *Conclude the series by revisiting the hook and tying it into the students' reflections on what they would do differently to prepare for future weather emergencies.*
- *Use the hook as a call to action, encouraging viewers to download the VIC Emergency App or take other proactive steps to enhance their resilience.*
- *For example: "As we look to the future, remember: you won't be scared, if you're prepared. Let's work together to build a safer, more resilient community. Download the VIC Emergency App today and stay informed!"*

Questions to ask

1. How do you think better preparation could have made a difference during past weather emergencies you've experienced?
2. What resources or tools do you currently use to stay informed and prepared for weather emergencies?
3. Can you share any specific examples of how you've seen your community come together to respond to climate-related challenges or emergencies?
4. What steps do you schools and local community groups can take to better prepare for climate-induced weather emergencies?
5. What advice would you give to other young people who may feel scared or overwhelmed about climate change?

More questions to ask for B-Roll / video 4?:

1. In what ways do you think climate change is impacting Frankston City, specifically in terms of weather events?
2. What's the first word you think of when I say climate change?
3. Have you ever felt overwhelmed or scared by the prospect of climate change?
4. How do you personally stay positive and motivated when confronting the realities of climate change and its impacts?
5. Why did you say, YES, to this opportunity?
6. What have you learned along the way?

Observations

- As anticipated, the young people were quite nervous to be behind the camera.
- They seemed to enjoy using the 360 camera.
- We could have involved the young people more in the filming/production side of this session, to keep them engaged while they have to be silent (for filming/sound purposes).

What Worked Well

- Having the two school groups arrive at staggered times.

- Upon request from the videographer, the young people were asked to be on-set for 4 hours. Given their school commitments, one group could only attend 9-11am, while the other group 11am-1pm.
- This staggered approach worked in our favour, as it meant that the young people not on camera could remain engaged by manning film equipment and encouraging their fellow classmates. The brief 15 minute overlap between groups also meant that group shots of the entire group of young people could be filmed.

Challenges + Solutions

Challenges	Solutions
Finding a filming date that suited all parties (young people and project team).	<p>A shortlist of locations was identified by the young people.</p> <p>Clarice (Frankston City Council) scouted locations, and made a decision based on ease of location and approval process (choosing a spot that is Council land).</p>
Extreme weather (heatwaves) impacting selection of filming date/location.	Last minute cancellation of filming session, which moved to the following week.
Overcoming nerves in the young people.	Tegan worked to help the young people feel comfortable, by discussing their days, talking about filming, familiarising them with the interview questions.
Keeping the young people engaged during filming.	Getting the young people to operate the 360 camera, or watch the filming live on the display monitor.
No toilets at the filming site - a big oversight!	<p>Luckily, no one needed to go to the toilet during filming, so there was no issue.</p> <p>In future, this needs to be a main consideration.</p>
Some students forgot their casual clothes.	In future, the team should look to provide t-shirts for young people if they decide to film videos for their output.

Workshop #2b (No young people present) → Editing Videos

Challenges and Solutions

Challenges	Solutions
Too much good content to use.	While initial output was planned at 3 videos, we will have 7 videos (6 to be posted online, 1 for internal-use to help Council and SECCCA officers understand the reflections of the young people involved.)
Lack of feedback from the young people.	Compiling the limited feedback received with extensive feedback from Tegan, decisions had to be made by Tegan/Jerome to ensure we finalise the project.

Learnings from the Project/Co-Design Process

Frankston City Council - Clarice/Mary-Kate

- Coordinating with schools is tricky - unfortunately they are busy and hence struggle with responding in timelines. They also have lots of paperwork and approvals to obtain to go on excursions.
- We learnt that schools would prefer longer single excursions than multiple short excursions due to the approvals required and impact on schedules.
- Navigating working with school schedules meant the project timeline was extended, the project was pushed back to February due to the summer school holidays.
- The focus group ended up being really narrow due to a number of factors;
 - It was too difficult to get 18-24 year olds in the same room as 15-17 year old high school students
 - The school students were all from their eco teams
 - It was not a diverse representation of the youth population as originally intended
- Filming at weather dependent sites is risky. One day we were initially meant to film was 36 degrees and windy. Hence we had to delay filming.
- Fortunately, the student groups were cooperative and keen to explore their ideas.

Videography/Editing - Jerome

- I thoroughly enjoyed collaborating with the young people, it was an inspiring experience.
- I wish that the young people had more input into the editing process and feedback.

- Communication between us and the school wasn't always ideal, for example on the morning of the filming we didn't know if both schools would come and how long the students could stay.
- Asking young people how to communicate such important message among themselves is crucial if we want to reach them.
- I would encourage any council to explore and replicate what has been done here.
- There is nothing I wouldn't do as I think every step brought value and knowledge to the young people and the project.

Production - Tegan

- The weekly check-in meetings with the team were beneficial to keeping everyone updated, in communication and on track with the project.
 - This should be implemented in future projects.
- Session 1 - which I was not a part of - saw the young people learn about climate impacts in the area, and decide on social media videos being the output that they create.
 - I was only looped in post-Session 1, but I get a sense that young people could have been given a better understanding of climate change, its impacts and how they can help reduce its impacts.
 - While I understand the project is based on resilience building, I think that incorporating more on direct climate action, rather than just adaptation/resilience would be helpful.
- Given the complexities of collaborating with schools, we were not able to be as collaborative in the editing process as Jerome and I would have liked to be.
 - We adapted by emailing video links to the schools, and asking for feedback from them that way. We received feedback from 2 of the 8 young people.
 - Including an extra in-person workshop specifically for editing in the timeline upon starting the project may work to resolve this.

Co-Design - Max

- The co-design process was challenging given the short amount of time available due to student commitments at school. Nevertheless, the young people brought energy, ideas and a willingness to create something relevant and useful. The encouragement from Tegan and Jerome to jump into filming helped them to navigate their nervousness. Their positive reflections on the process and outcomes speaks volumes for the young people themselves, the Frankston City Council Officers involved, as well as Tegan and Jerome. The process helped the young people to own the process, and they found motivation in drawing on their own experiences with extreme weather events.
- There is no doubt the process could have been strengthened by having more time with the young people - but sometimes we have to just take what we can get and make the most of it.

Recommended Project Outline for Future Projects

Recommendation

- 4 sessions with the young people at a minimum
 - By adding an extra session, it would allow the young people to be more involved in the output/editing process. Although this is specific to the output being video, I imagine that most young people would decide upon social media videos as the best way to build their understanding of local climate impacts and resilience strategies.
 - One extra session than what we had with the young people to engage in editing together → feels like the young people don't get to participate in this phase of the co-design since we've run out of time

Session #	Goals
1	<ul style="list-style-type: none">• Group to familiarise themselves with each other• Background information on climate change, local impacts, action and resilience strategies given to young people• Brainstorming session on output for project
2	<ul style="list-style-type: none">• Output planning session
3	<ul style="list-style-type: none">• Creating/developing/filming output
4	<ul style="list-style-type: none">• Editing output

Distribution Plan (Internal)

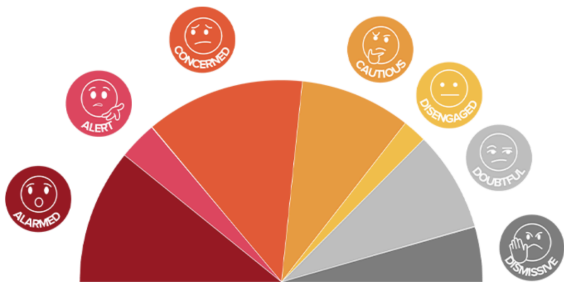
Video Links

Video #	Link
1 - Teaser to the 'You won't be scared, if you're prepared' series. (9x16 version)	https://vimeo.com/925286233/b0097d7c1c?share=copy
2 - How does climate change affect us? (16x9 version)	https://vimeo.com/925286305/4ec82d180f?share=copy
3 - What are some of the climate change impacts?	https://vimeo.com/91687111a8667d9?share=copy

(16x9 version)	
4 - Local impacts of climate change. (16x9 version)	https://vimeo.com/925286455/4fa4b32880?share=copy
5 - How to be prepared for extreme weather. (16x9 version)	https://vimeo.com/925286661/38b07e21f9?share=copy
6 - How do you stay positive? (16x9 version)	https://vimeo.com/925686595/05f366cf3a?share=copy
Internal - Project Learnings (16x9 version)	https://vimeo.com/925696379/1d6f703ce3?share=copy
Full series cut - 16x9 version	TBC

Decision-Making Process

In today's digital landscape, content distribution is paramount for effectively reaching and engaging target audiences, serving as the roadmap for disseminating valuable and relevant content across various online platforms and ensuring maximum visibility and impact. Upon making decisions for where these videos could be distributed, there were a few key considerations:

Consideration	Response
Target audience	Young people
<p>Where target audience sit on the Climate Compass</p>  <p>Source: https://sunriseproject.org/compass/</p>	<p>Concerned</p> <ul style="list-style-type: none"> Slightly lower levels of worry about climate change but still see it as an important issue. <p>Alert</p> <ul style="list-style-type: none"> Highly concerned about climate change but think that other issues are more important. They also struggle to believe that any action they take will have an impact and some even believe that it is too late to take action on climate change at all.

	<p>Alarmed</p> <ul style="list-style-type: none"> • Highest levels of concern about climate change. • They believe humans are fully responsible for climate change and believe that climate change impacts will affect current and future generations.
What platforms the target audience frequent	<ul style="list-style-type: none"> • TikTok • Instagram • YouTube • Snapchat
Goals of the content	Build youth understanding of local climate impacts + resilience strategies

Potential Distribution Channels

Accounts to consider:

Account	Pros	Cons
The Climate Council	<ul style="list-style-type: none"> • Significant reach • Well respected 	<ul style="list-style-type: none"> • Audience skews older
School Strike 4 Climate	<ul style="list-style-type: none"> • Significant reach • Young people follow the account • Specific to school students 	<ul style="list-style-type: none"> • More focused on striking, and not general climate content • They may not agree to distributing the content
Project Planet	<ul style="list-style-type: none"> • Account posting about climate change 	<ul style="list-style-type: none"> • Audience skews older
Australia Youth Climate Coalition	<ul style="list-style-type: none"> • Well respected, especially after the success of their lobbying trip in Canberra earlier this year 	<ul style="list-style-type: none"> • Given their focus on campaigning, they may not agree to distributing the content

Distribution Channel Selected

Australia Youth Climate Coalition (AYCC)

- Instagram - <https://www.instagram.com/youth4climatejustice/?hl=en>
- TikTok - <https://www.tiktok.com/@youth4climatejustice>

Secondary channels:

- Frankston City Council social media + website
- SECCCA website and social media
- Distribution to schools who contributed to the project + other school within Frankston City Council area

Distribution Plan (External - AYCC)

Content Rollout Suggestions

- 1 video per week
- May / June rollout
 - Content to rollout in a manner to optimise reach and engagement, also allowing for flexibility around timely content that needs to be posted by the AYCC
 - Avoiding AYCC campaigns
 - Avoiding school holidays
- Suggested captions are provided below.
 - While there's flexibility on the caption copy and emoji use, the credits must remain unchanged.
- The social videos have a call to action at the end, but if you can include the SECCCA landing page in your link in bio, then we can include a line in the caption like:
 - "Head to our link in bio for more information on the series."

Link to videos - share 9x16 versions

Video #	Link	Suggested Caption
1 - Tease the 'You won't be scared, you're prepared' series.	https://www.youtube.com/watch?v=m/923862700972c16	After our most recent summer, it's safe to say we all experienced an extreme weather event. From heatwaves to bushfires to storms and more, climate change is making our planet even wilder - and that's scary! But new young people have a message for you. You won't be scared, if you're prepared!

(9x16 version - still needs final edit before posting)		Stay tuned for more of this series, brought to you by Frankston City Council, South East Councils Climate Change Alliance and Minderoo Foundation.
2 - How does climate change affect us? (16x9 version - still needs final edit and resize before posting)	https://vimeo.com/925286305/4ec82d180f?share=copy	<p>Just like you, this group of young people on Bunurong Land in Frankston City, Victoria all have a unique experience of extreme weather events.</p> <p>While climate change has and will continue to affect us all in unique ways, these young people have an important message. "It's not about who experiences it more, or who gets it worse. It's about solving the problem all together."</p>
3 - What are some myths about climate change? (16x9 version - still needs final edit and resize before posting)	https://vimeo.com/92569187/7da86612?share=copy	<p>Whether it's you, a state, a relative, claiming climate change isn't real over the dinner table, or a TikTok creator's own conspiracy theories, we all heard some crazy climate myths.</p> <p>Stay tuned for more of this series, brought to you by Frankston City Council, South East Councils Climate Change Alliance and Minderoo Foundation.</p>
4 - Local impacts of climate change. (16x9 version - still needs final edit and resize before posting)	https://vimeo.com/925286455/4fa4b32880?share=copy	<p>Climate change impacts different parts of the country in different ways.</p> <p>Find out how climate change-induced extreme weather has impacted this group of young people on Bunurong Land in Frankston City, Victoria.</p> <p>Stay tuned for more of this series, brought to you by Frankston City Council, South East Councils Climate Change Alliance and Minderoo Foundation.</p>
5 - How to be prepared for extreme weather.	https://vimeo.com/925286661/38b07e21f9?share=copy	<p>Extreme weather events can strike at any time, and it's important to be prepared for anything.</p> <p>Watch to find out how this group of young people on</p>

still needs final edit and resize to 16x9 before it can be shared)		<ul style="list-style-type: none"> • How can you prepare better in the future? • What apps, websites and networks can provide support?
2 - How does climate change affect us? (16x9 version - still needs final edit before it can be shared)	https://vimeo.com/925286305/4ec82d180f?share=copy	
3 - What are some myths about climate change? (16x9 version - still needs final edit before it can be shared)	https://vimeo.com/925691687/e7da8667d9?share=copy	
4 - Local impacts of climate change. (16x9 version - still needs final edit before it can be shared)	https://vimeo.com/925286455/4fa4b32880?share=copy	
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Full series cut - 16x9 version	TBC	

DRAFT

Organisational Co-design Implementation project ("the 3rd Co-design") - Report

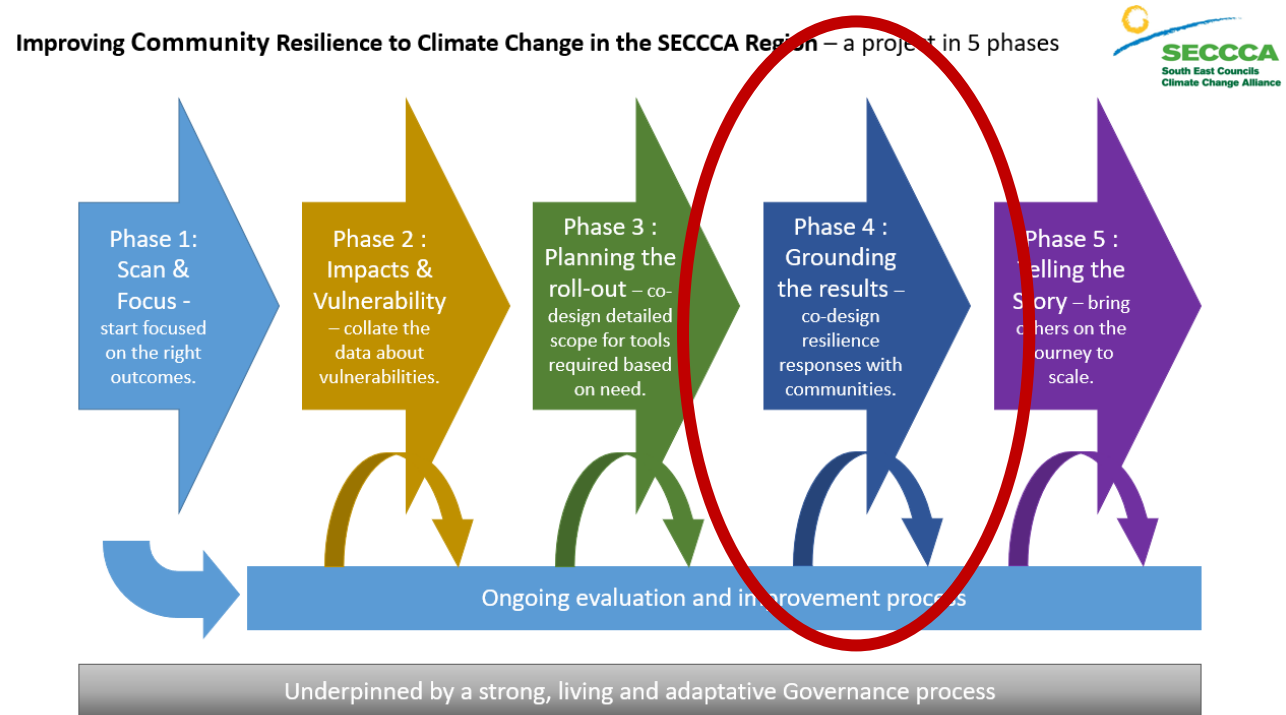


ENHANCING COMMUNITY RESILIENCE

Background

Background

- This co-design implementation project is part of Phase 4 of the Enhancing Community Resilience project and built on feedback from PWG and PCG via the project evaluation process noting that Councils needed support with how to best embed the data, platforms, tools and findings from the earlier three stages of the project into Council strategies and operations.
- Starting in May and June 2023, PWG worked together to design what they individually (and collectively) wanted to achieve from this 3rd organisational co-design. This input framed and led the design of mentoring, the timing of the project steps and the objectives for each step. The following slides capture that input, which shaped the later delivery of the project.



Framing the Project – input from PWG

Summary of feedback about requirements from mentoring...

- PWG members wanted to learn about the data available for their area and how to interrogate vulnerabilities, identify key risks for the council, and how to apply the data by learning more about how to use the tool/platform supplied and its limitations (e.g., *What does the baseline look like and how do you interpret the % change?*).
- When asked about who should be involved in this next phase of mentoring, PWG members requested a range of colleagues including health and wellbeing teams, strategic planners, community resilience/communities team, the communications (and engagement) teams, social planners, research and data analytics advisers from community building and inclusion team, the climate change Team, environmental planners, emergency management and someone/people from the GIS team so they can know what is available in detail. While the names of the teams or groups might differ across Councils, most of the roles are clear from the above titles, and there was good consistency across council responses. One suggested 2 to 3 champions from diverse internal teams in the council.
- PWG members were split on if the mentoring should be in person or online. There were roughly equal suggestions for both.
- Almost all Councils wanted to focus on a specific area, vulnerability, and community in their council to work through in a very practical way with the relevant colleagues to understand the power of the tool, even if they all don't know how to drive it. Some suggested a group activity focused on their own council alone as a session. All wanted their colleagues to learn with them.
- Regarding when to hold these sessions, there was a range of time requests from ASAP (in August) to after October.

Framing the Project – input from PWG

Summary of feedback about requirements from the subsequent process after the mentoring...

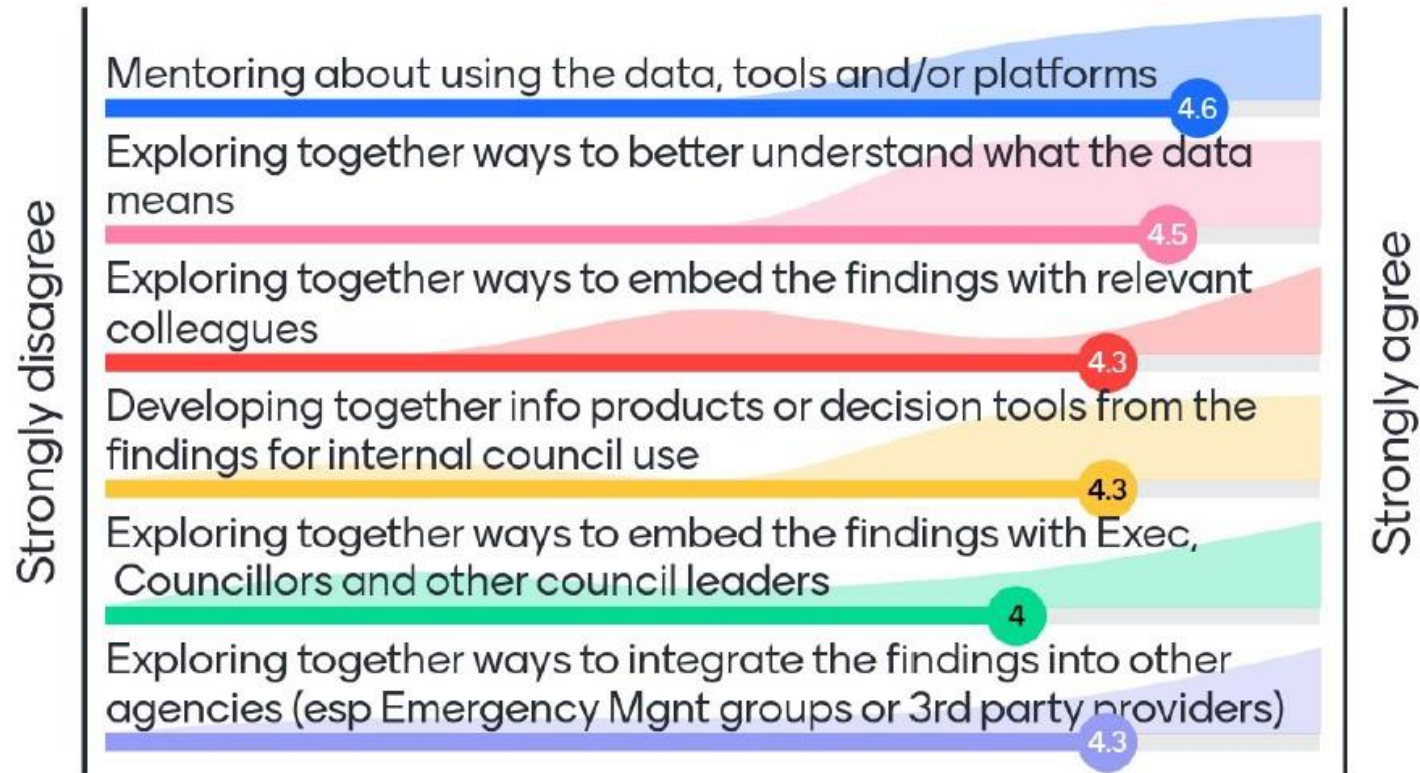
In short PWG members wanted to achieve two things in the subsequent PWG co-design meetings:

1. Learn from their colleagues in other Councils (specifically) about how they are using the data and tools, as well as applying the findings.
2. Produce a detailed and practical plan for some form of business case / project plan for addressing a high priority vulnerability they now understood from the findings via the mentoring process.

Out of these sessions they wanted to achieve a mix of outcomes, all very practical and tangible:

- Understand how they can embed and continue the use of the in relevant areas across Council.
- Start to work with both internal and external stakeholders on the findings.
- Drill down into the data to identify areas of higher vulnerability (& hence community resilience opportunities) and prioritise next steps (including sharing specific examples of projects/programs each council is considering, learn any from case studies of use or thinking by others, understand if there are quick wins like current council services to further promote (e.g., key assets that can be used by the community to stay cool during heat waves)).
- Share with each other a variety of methods to actively assist communities to be more resilient.
- Learn from each other how to change mindsets across (their) council to promote adaptation and resilience.

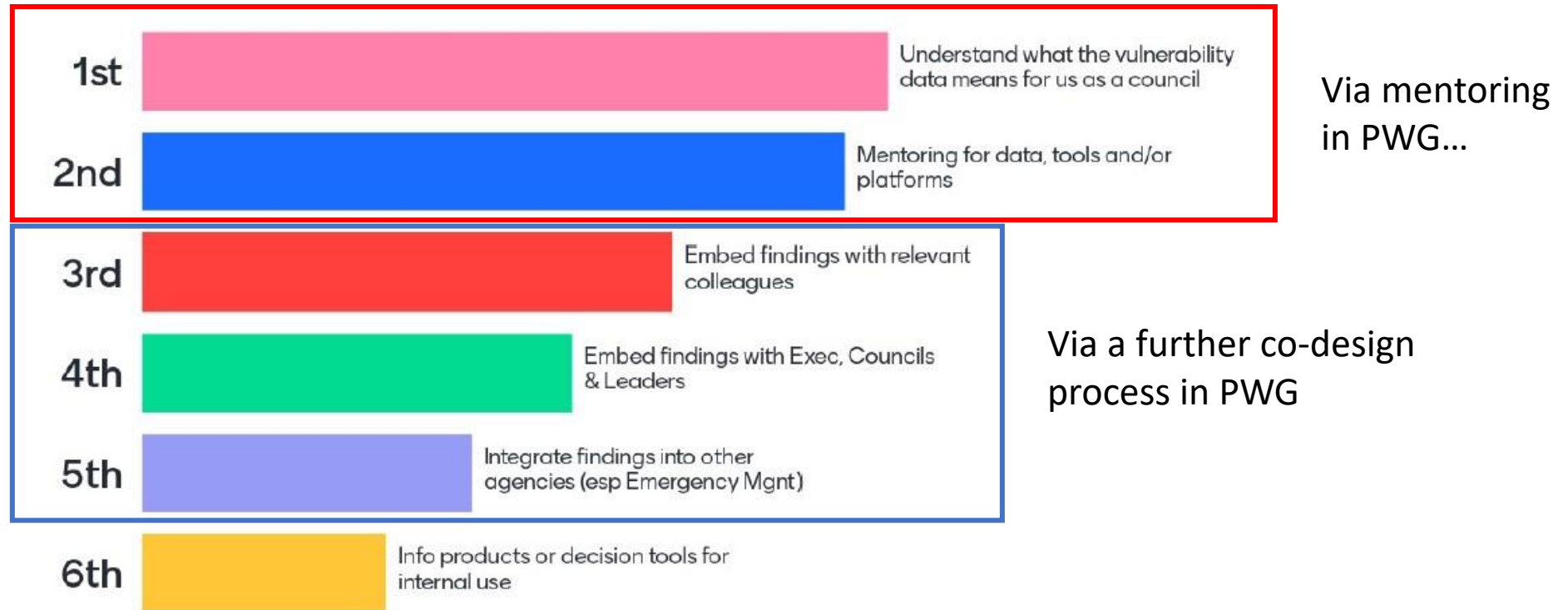
Thinking about the Phase 2 outputs, I would like to work further on...



Data is excellent, just need the capacity & knowledge to use it :)

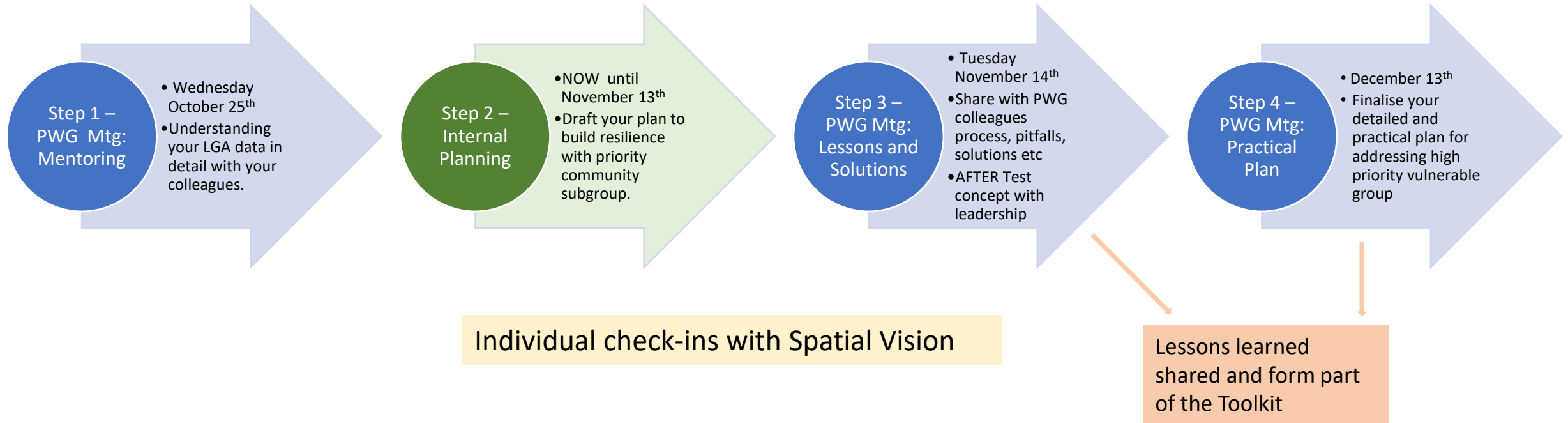
Some of the free text inputs summarised a broad sentiment that setting aside time for the PWG members to work on their data, internal collaborations or project planning would be helpful.

Please rank the importance of each of the following for you to do in Phase 4:



Method / Approach

From this input, a four-step co-design implementation process was developed and approved by the PCG. A pre-briefing session occurred on Tuesday October 10th, 2023.



Authentic Co-design

During the Pre-briefing process, alignment to the authentic co-design process was highlighted and discussed.



A co-design question was developed and agreed. Leading to an objective for the co-design implementation project.

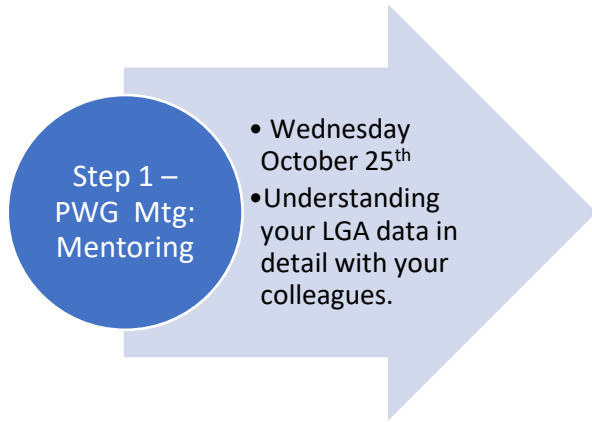
Co-design question

What is the best way to understand and use the findings from the ECR project to improve council services to promote community climate resilience?

Objective of the Organisational Co-design Pilot

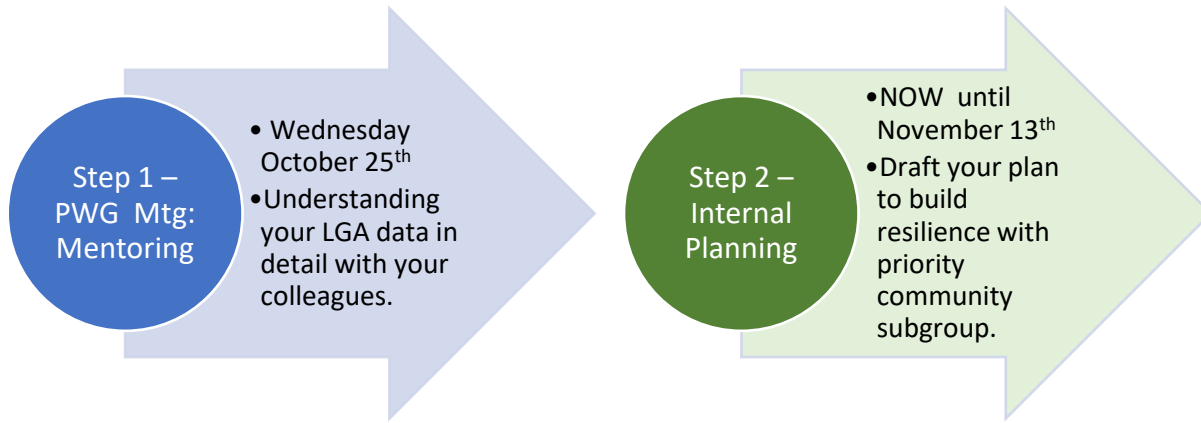
To **codesign** within the PWG (including all 9 Councils) the best way **to understand and use the findings** from Phase 2 of the SECCCA ECR project **to work with the communities most vulnerable** to the impacts of climate change **to improve council services to promote** community climate **resilience**.

Each step in the process required different questions, activities or engagement...



What do you need to know or have to make this session
work?

Which colleagues will you involve?



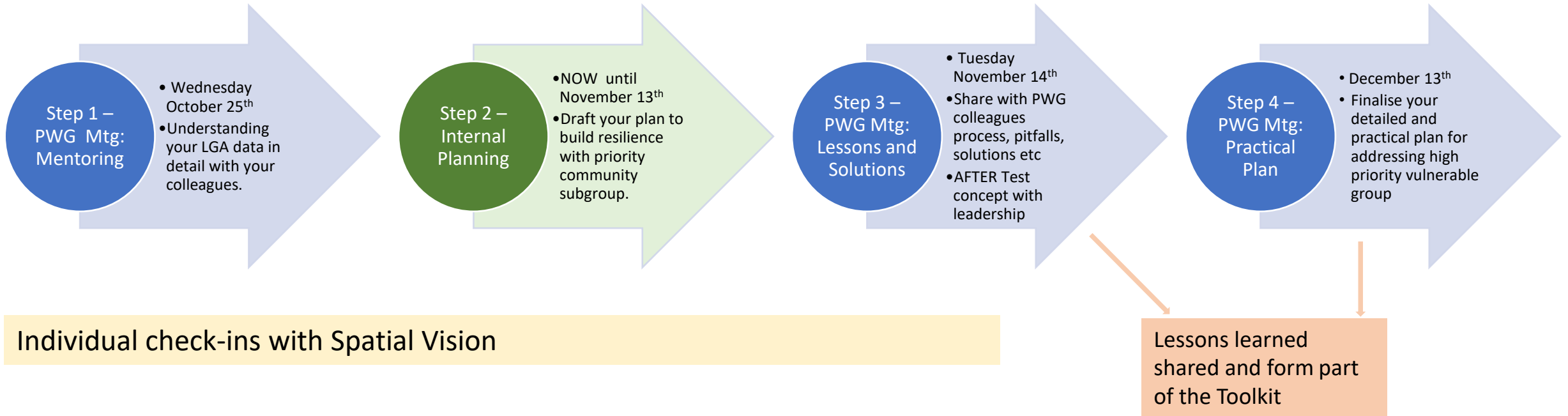
Who will work with you?
What template will you use?
Do you need a mandate internally to proceed with the priority sub-group?

Individual check-ins with Spatial Vision



Which leaders?
Exec? Book in the
time now...
Reflect on what is
working...

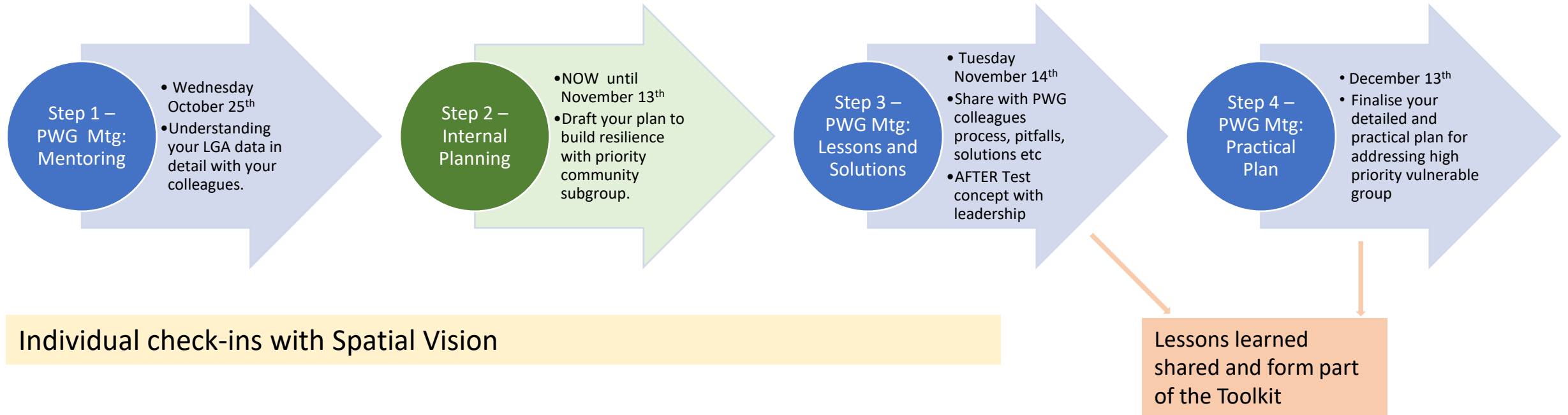
Individual check-ins with Spatial Vision



By the end of Step 4 you will have a finalised project concept plan based on the community and climate vulnerability data that you can connect into your planning processes.

SECCCA Enhancing Community Resilience Project - Organisational Co-design Pilot

Objective: To **codesign** within the PWG (including all 9 Councils) the best way to **understand and use the findings** from Phase 2 of the SECCCA ECR project **to work with the communities most vulnerable** to the impacts of climate change **to improve council services to promote** community climate **resilience**.



By the end of Step 4 you will have a finalised project concept plan based on the community and climate vulnerability data that you can connect into your planning processes.

Workshop Reflections

These reflections are presented in chronological order from Workshop 1 to 3.

Workshop 1 –Reflections – tips about using the data

If I was telling a colleague about how to learn to use the data and findings from this project, I would say...

It is a lot of information and takes time to get your head around

I need to learn more myself, but I 'd probably sit with them in person or online and go through it together

Jump in and give it a go. Get together and talk about it.

There's heaps there, the hard part is narrowing down to what you want to review/ look at

There are heaps of outputs for different skills and experience. What tools do you usually use?

Come up with some scenarios and work through them. Play with the data. Think big about potential

Watch the recordings to see the tools potential.

Watch the video resources.

Its rich data that can help inform decision making but you need the time and space to work through it

I would put as much data as possible on our internal mapping system and ask them to have a look there

Take time. Don't rush towards the red

We need to include the data on our GIS system first (it's not a QGIS system). Then we can spread the word and show people how to use the tool - both the GIS and the tables that support it.

Involve other people into the conversation. GIS experts, health and social planners etc.

Watch recording

Lean on other teams that are community facing to sense check the data

Practice

Practice

Workshop 1 –Reflections – lessons about the data

The most critical lesson I have learned about using the climate and community vulnerability data has been...

Too soon to say

Zero in on what is relevant to you, as there is so much data it can be overwhelming in the first instance

Use your own knowledge to interrogate the data

It takes time to use it, analyse and make recommendations.

There are two ways to go about it - 1) know what case you want to test and see what the data reveals/ confirms or otherwise, 2) look at the data municipality wide and see what emerges, then prioritise

invest the time to learn what is possible

It isn't clear whose responsibility it is to carry this data within our organisation as it intersects so many areas

Working with colleagues across council will enhance what you might get out of it.

Still haven't used the data but very keen to dig a bit deeper and use it to inform our project plans

Learning about practical applications.

There is so much information in there. I need to become more familiar with it to better understand how it can be utilised.

That it exists! Thank you for all your work.

Workshop 1 –Reflections – overall lessons

The most important thing I've learned so far in this co-design project is...

We needed a GIS/ data person here with us!

The great complexity of the tool and the many possibilities

Acting on climate is not impossible

It is complex but also comes with opportunity

You need to invest the time into the project to get the results.

That there is SO much to learn

Data can really help to refine projects and make them more useful

Requires whole of council involvement

How this data can be beneficial for many teams across Council. Not just the usual...

Workshop 2 –Reflections - challenges

I have confronted the following kinds of challenges so far in this co-design project...

Challenges with capacity within various functions across the org to participate

Has been a challenge to clarify exactly what the specifics of the data are.

It required cross checking with the data explainer and that was cumbersome.

No interest from other colleagues in learning about the project and then sudden demand for the data for their use and for me to obtain it for them.

Staff changes

coming to the project part way through

Problems with the data initially - now rectified

Management not engaged

lacking experience in data interpretation

lack of time as this is not the primary focus of my role

Recalling what I had learnt previously - How do I use this again?

internal staff changes

So many things to read and save

Having just started and still getting up to speed, I'm only just beginning to think about how we can use this data to effectively help our community prepare. The maps are easier than the spreadsheets.

lining up projects with internal business planning timelines

Finding the time to invest in playing with the tool to answer questions. When the questions/ scenarios are just things we are making up. Not applying to 'real world' yet.

there are several things. - it was difficult getting buy in from internal staff. Translating data to make it understandable for others to get buy in. Resourcing. Lack of experience in data interpretation.

Haven't even tried to take it to management yet. We need more time to get confident in using the data first.

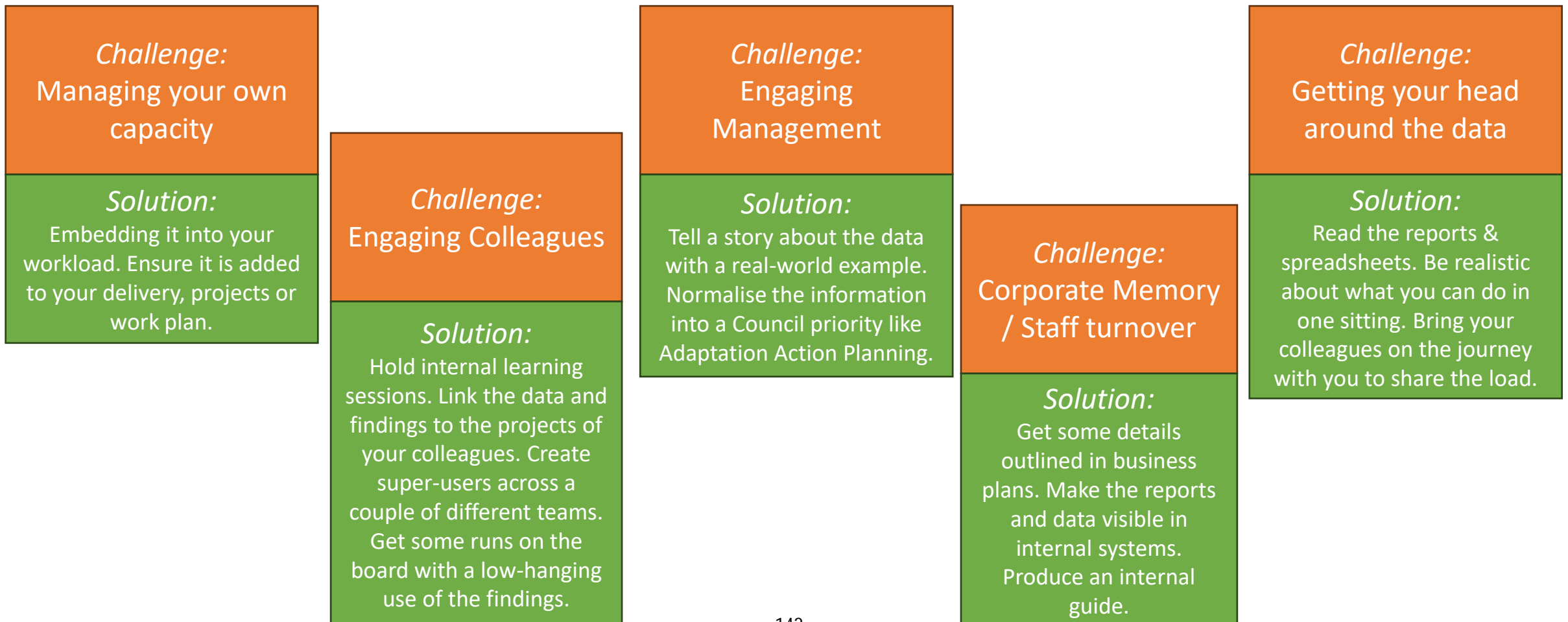
Layers were missing and required our GIS team to relink layers

Translating the data.

The spreadsheets were easier to use in some ways.

Solutions to challenges

Following a group discussion about five patterns seen in the challenges the following headline solutions were offered.



Workshop 2 –Reflections - lessons

Lessons learned so far from this co-design project – what I wish I knew then (i.e., October 10th) that I know now...

Case Study from City of Greater Dandenong is a really helpful guide.

That I should read the reports first

Need someone driving it - bringing everyone else along

Other areas in Council are going to have different "Can I use the data/tool for this?" questions than I would have thought of

Working with QGIS

Quite fortunate in that some other items have lined up....what would we have done otherwise?!

Understanding the shared challenges around understanding the data, resourcing. I wish I had prepared better understanding the data before trying to share with others internally.

Identifying more opportunities for the purpose of the tool and data that have evolved with time

Workshop 2 –Reflections – tips to use the data

If I was telling a colleague about how to I learnt to use the data and findings from this project, I would say...

Call Harmen! (*from Spatial Vision*)

Understand that there are various outputs for a range of expertise and experience. Select the output that corresponds to your skills

Read about the methodology first. Ask questions. Play with the data. Discuss with colleagues. Work together. Make use of resources such as Harmen and Rhiannan. (*from Spatial Vision*)

It's a useful to support future planning and building a business case for acting.

I'm still learning. Reach out to others for help.

What questions do you have about climate or other impacts on any vulnerable groups you work with? Let's find out if the tool and data can answer them - it probably can.

Wanna be a "Super-User"?

Workshop 2 –Reflections - lessons

The most critical lesson I have learned about planning a project using the climate and community vulnerability data has been...

Start where the energy is!

Don't try and reinvent. Use existing help

Workshop 3 – Questions to cover

This workshop was aimed at closing the loop for Council participants. We started with questions to answer.

The question I'd like discussed today is...

When will the final versions of resources be completed so we know what to work with?

Does someone have an example they can share of how they presented the data (to exec, or in a project plan) - in particular, an example where the data helped you identify where to focus your engagement

How to make best use of the data, thanks

What sort of projects are you looking to use the data for? To inform brand new projects? To inform current projects?

Where's the best place to find information about the data source and methodology? Is this in the updated draft reports that we'll be receiving soon? Which report number (I recall there was 5)?

We need scenarios presented along with how to manipulate the maps and thematic information to answer those scenarios.

How councils are using the data from here.

Which teams are aware of and using the information? How did you share this with them? Are they using the maps/ tables or have you converted into something else? i.e. added to Intramaps

We plan to embed this data into decision-making throughout next year on various projects. If we have specific data Q's arising, will there be someone available for 30 min catch-ups on an as-needed basis

Is intention for each council to have flexibility to focus on their particular LGA challenges? Or to concentrate on some specific common areas of concern? Or both?

For the toolkit, what information will be included about data sources and methodology? First question we're always asked is how was this calculated, where'd the info come from?

What is the plan for if/how/when updates to the data will be provided? E.g. if we prepare baseline information now, how can we update/check-in one year or beyond?

Workshop 3 – Reflections: Next steps

From this point in the project, my next steps are...

To confirm focus group scope and resources for heatwave resilience intergenerational project.

Trying to get internal group to be across the information so that we can start figuring out how we can use it

Visiting other people's team meetings to start sharing the information.

Understand the data more. Follow the worked examples through. Investigate what other questions Bayside teams have that the data may be able to help solve

Organising a workshop in the new year to discuss specific Council outcomes we desire, then developing a document similar to CGD for use

- a) read the reports in more detail to get a better understanding of the data,
- b) support colleagues as they incorporate this into their work, and
- c) make the data more accessible to the organisation

Having a 2nd 30-min catchup with SV for our outstanding data Q's, reading the updated Report 2 (methodology) and Greater Dandenong example, finalising initial project plan for heat/elderly meetings

Attempting to summarize methodology to explain simply to relevant departments, connecting with GIS officer to see if we can display data accessibly

Workshop 3 – Reflections: Helpful Solutions

The most helpful solution to a challenge I want others to know is...

I like the reflection to get started with the data, it won't break! Start working around in it at whatever level you can.

The Greater Dandenong examples are very helpful, moving more towards a practical application and guide for how-to

Start with one climate scenario / model, there is so much data it can overwhelm, we started with Assess 1.0 RCP 8.5 2050 and that got us going.

Workshop 3 – Reflections: Lessons

Lessons learned so far from this co-design project – what I wish I knew then (i.e., October 10th) that I know now...

I wish we had then the finalised Report 2 (methodology) and the Greater Dandenong worked example (version 2).

Better context of why we were doing this and how it would help.

It takes dedicated focus to play with the information and figure out how to use it.

How important it would be having data analytics and GIS support.

Knowing which data file should use for different purposes.

I haven't been involved in the co-design phase, but the discussion around appropriate communication / delivery methods for age groups is very helpful.

Some other final comments...

I joined in later in the project, but you have all been extremely helpful and appreciate your time and efforts!

It's been great to be involved. I think the outcomes will be seen over the coming years. Great work to all involved.

Lessons Learned

Summary of the Lessons Learned

Get started with the data, it won't break!

It takes dedicated focus to play with the information and figure out how to use it.

Start where the energy is!

Don't try and reinvent. Use existing help.

Understand that there are various outputs for a range of expertise and experience. Select the output that corresponds to your skills.

Read about the methodology first. Ask questions. Play with the data. Discuss with colleagues. Work together.

A champion. Need someone driving it - bringing everyone else along.

Start with the questions you have about climate or other impacts on any vulnerable groups that you work with.

I wish I had prepared better understanding the data before trying to share with others internally.

Read the reports first.

You need to invest the time into the project to get the results.

Requires whole of council involvement - this data can be beneficial for many teams across Council.

Where to from here...

A “formal” Community of Practice

The participants of the organisational co-design project decided to come together over time as a *community of practice* and share insights and stories about how they were embedding the data and findings in their Council.

The plan is to start in mid-2024 and to decide when to next meet following that event.

SECCCA agreed to convene this session six months after the project finishes.

Diverse projects are planned

The breadth of proposed uses for the data and findings included projects involving energy transition, road planning, environmental justice, social policy, playground upgrades, intergenerational support, adaptation action planning, and use in whole of Council climate change strategy development.

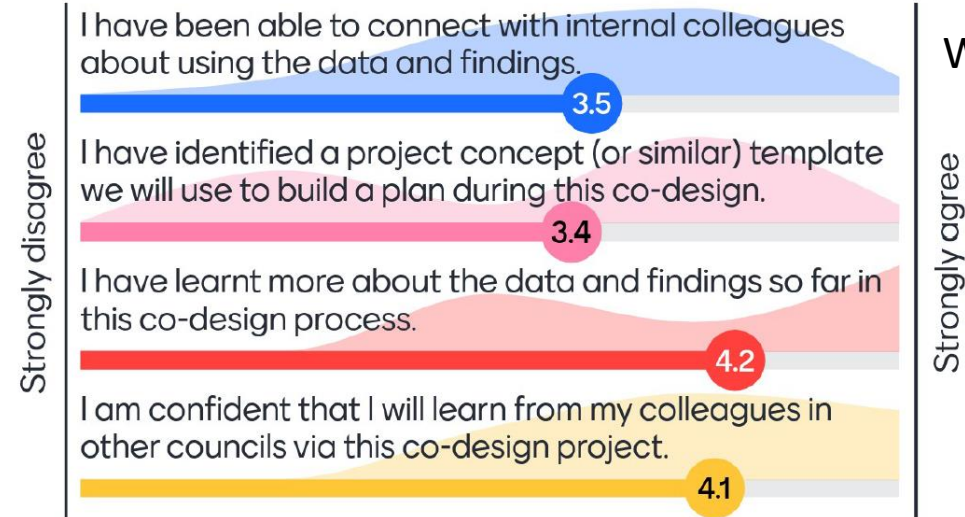
An informal network

With most Councils sharing ideas about projects that they intend to commence, offers were made to share draft project plans, communication resources, briefing content and templates as well as to connect the various and diverse parts of each other’s Councils involved in aligned projects to each other.

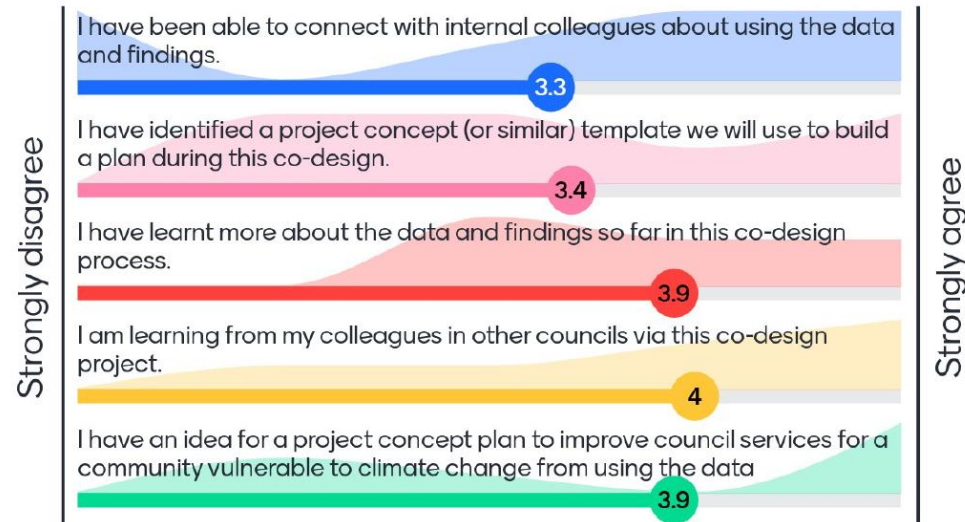
Evaluation Findings

Evaluation

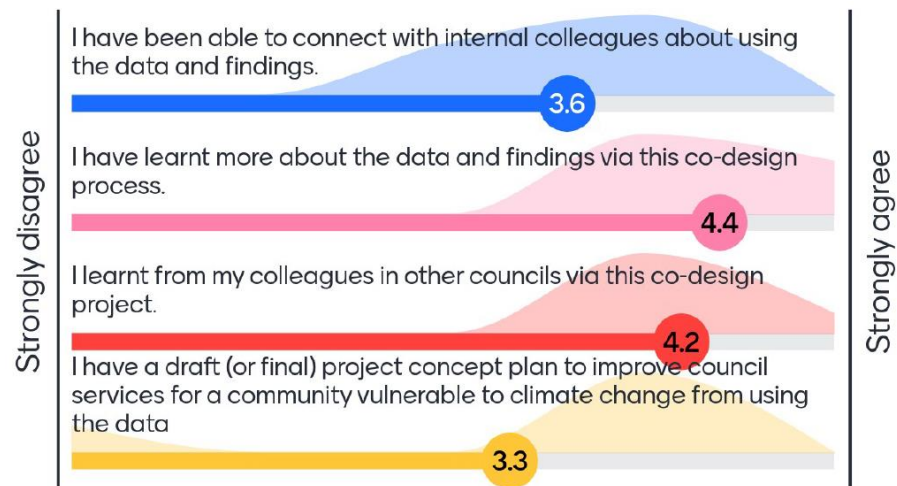
Workshop 1



Workshop 2



Workshop 3



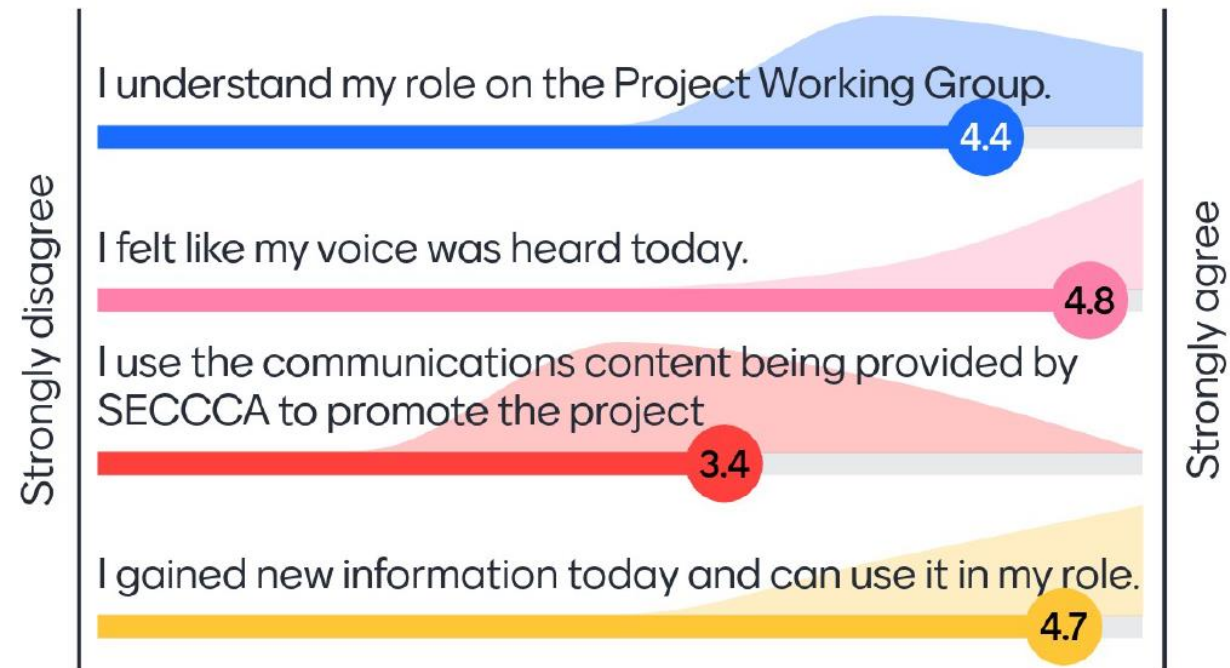
Summary

Despite lower numbers completing the evaluations during the Workshops, in general participants agreed they had connected with internal colleagues about using the data and findings, learnt more from colleagues, and learnt more about the data and findings as the co-design project progressed.

By the end, most had a draft or final project concept plan for use inside their Council.

Evaluation

Workshop 3 – Role clarity and other feedback



Summary

Importantly there was strong agreement about participants understanding their role on the PWG.

They also agreed that they gained new information that they can use in their role.

They agreed that they had used the communication resources supplied by SECCCA to promote the project.

There was very strong agreement that they felt their voice was heard during the Workshop.

