



EMERGENCYMANAGEMENTPLANNING

Piloting a Health Check for Local Government

Project Launch Report

Town Hall, Sydney

17 September 2014



25
YEARS
1989-2014

Summary

On 17 September 2014 at Town Hall, Sydney, the Sydney Coastal Councils Group (SCCG) launched the key project deliverables of the **Emergency Management Planning – Piloting a Health Check for Local Government** project. The project, conducted over 18 months with a combined cash and in-kind budget of more than \$300,000, enhances councils' understanding and use of emergency management planning as a relationship and policy development tool to prepare for, and respond to, natural hazards.

A key output from the project is the **Health Check**, a tool that supports Local Government in delivering improved emergency management to its communities through:

- developing an overall understanding of the way Local Government engages in emergency management
- improving co-ordination across all functions of Council to improve emergency management across Prevention, Preparation, Response and Recovery
- promoting a culture of continuous learning and the benefits of monitoring and evaluation
- co-ordinating emergency management activities with, and through, the Local Emergency Management Committee
- using of resources more efficient through improved planning and resource sharing
- supporting more hazard aware and resilient communities

Presentations

The SCCG Project Manager and invited speakers delivered short presentations to 28 participants representing 10 different organisations and 9 councils.

The presentations contextualised the project providing an overview of key aspects of emergency management, especially for local government.

The SCCG Project Manager presented and reviewed the **Health Check**, developed through the project, to provide participants with the understanding and familiarity to access and use the tool.

A facilitated conversation complemented the presentations and afforded participants the opportunity to explore issues further and have presenters address any queries or questions that emerged during their presentations.

The Health Check project

Deliverables and Outcomes

The project has three 3 key outputs, the first two of which underpin the third:

1. **Literature Review and Report** investigating, summarising and synthesising emergency management planning and its use in Government engagement, consultation, education and policy development.
2. Consultation with SCCG Member Councils, and interested regional councils, exploring emergency management application and support, and, in particular its integration with other council activities. Results identify current emergency management issues and gaps, barriers, and capacity required to improve emergency management planning capacity.
3. The **Health Check** an innovative **tool** (and associated resources) to enable Councils to improve emergency preparedness.

The Project supports these outputs with a Resources package including reference materials, a user guide, and presentation materials for informing colleagues and management about the project.

LAUNCH

Project:	Emergency Management Planning – Piloting a <i>Health Check</i> for local government
Date:	17 September 2014
Venue:	Treasury Room, Town Hall, Sydney
Time:	01.30 p.m.
Target audience:	Emergency managers and other relevant staff (such as those in strategic planning, enterprise risk management, asset management, environment, community services) who contribute to preparedness and resilience of the organisation and communities

Event objectives

	Achieved
1. Engage a broad cross-section of stakeholders	✓
2. Deliver presentations from industry/sector experts on relevant issues including from a local government practitioner's perspective	✓
3. Provide capacity in relation to emergency management planning – offer insights into and increase knowledge and skills regarding emergency management and ways to integrate with councils normal business activities	✓
4. Demonstrate the SCCG's Health Check tool, in particular, its methodology, elements and deliverables	✓
5. Provide a forum for networking and sharing of initiatives and ideas	✓
6. Showcase SCCG achievements generally towards sustainable coastal management, especially hazards	✓

Attendance

6	28	8	9	1
Speakers	Participants	SCCG Member Councils	Organisations	Other council

	SCCG Member Councils	Other Councils	Other organisations
1	Botany Council	Ku-Ring-Gai Council	Eco Logical Australia
2	Manly Council		Department of Planning and Environment
3	Mosman Council		Local Government NSW
4	Pittwater Council		SEMC
5	Rockdale		SES
6	Sutherland Shire Council		Sydney Coastal Councils Group
7	Warringah Council		Jardine Lloyd Thompson
8	Willoughby City Council		University of Tasmania
			Dwyer Consultants

AGENDA

MC: Lew Short, Principal, Emergency Mangement and Resilience , Eco Logical Australia

13.30 – 13.45	Registration							
13.45– 14.00 (15 mins)	WELCOME, ACKNOWLEDGEMENT OF COUNTRY, & INTRODUCTION Clr Geoff Stevenson , Chair, SCCG							
	Dr Ian Armstrong , Project Officer – Special Projects The genesis of the project and a review of the project elements.							
14.00 – 15.00	Presentations							
	Phil Koperberg, Chair, State Emergency Management Committee The role of Local Government in emergency management planning.							
	Adam Vine, Warringah Council How Warringah Council is preparing for incidents and emergencies							
	John Dwyer, Dwyer Associates Green Square: a hazard-aware development.							
	Dr Jennie Scott and Jenny Cramp, Ku-Ring-Gai Council Building community resilience for climate change and hazards.							
15.00 – 16.00	Afternoon Tea							
	Networking Dr Ian Armstrong An overview and demonstration of the Health Check tool.							
16.00 – 16.45	PANEL SESSION: Q&A							
	A facilitated panel discussion to explore questions from attendees which arose during the presentations, (b) issues for councils in planning for emergencies in relation to environmental matters and policies, and (c) future priorities. Moderator: Lew Short Panellists: <table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">Phil Koperberg</td> <td style="width: 33%;">Ron Barnes</td> </tr> <tr> <td>Adam Vine</td> <td>Allan Young</td> </tr> <tr> <td>John Dwyer</td> <td>Ian Armstrong</td> </tr> <tr> <td>Jenny Scott</td> <td></td> </tr> </table>	Phil Koperberg	Ron Barnes	Adam Vine	Allan Young	John Dwyer	Ian Armstrong	Jenny Scott
Phil Koperberg	Ron Barnes							
Adam Vine	Allan Young							
John Dwyer	Ian Armstrong							
Jenny Scott								
16.45 – 17.00	Wrap up – summary of event, future activities and initiatives, close Geoff Withycombe , CEO Sydney Coastal Councils Group							



Key Thema from Launch



Figure 1 Word cloud representing participant's responses to the on-line registration survey, the presentations, and the Q&A questions.

The broad themes that cover the concerns of the participants include:

- The need for leadership in emergency management with improved understanding and coordination between agencies and levels of government
- Clarity on the role of local government in PRR and local government capacity and capability to respond to large scale emergencies
- The lack of resources at all levels of government, particularly for Prevention and Preparation, and the implications of the new plans and procedures for local emergency management planning
- Complacency and lack of commitment to planning between emergencies and the need to support the necessary work to prepare the community and to share responsibility for emergency management planning and to build resilience.

Co-ordination and communication can work together to inform and engage the community to build resilience. Complacency and different concerns and priorities can undermine clear and consistent messages leading to confusion and apathy.

One theme that is not obvious from the word cloud is the need for effective leadership in emergency management, especially co-ordination between councils and agencies. A stronger focus on shared responsibility and working together for the best possible outcomes in a truly engaged and collaborative approach is important. "Don't aspire to become a leader. Aspire to change things for the better and you will become a leader" (Phil Koperberg – response to question at Launch).

Isolation, and lack of co-ordination, both within and between councils and agencies, results in little leadership in emergency management planning and few incentives to change approaches to emergency management in local government. The current approaches can reward councils for focusing on response and recovery rather than Prevention and Preparation. In our consultations, the councils with the highest level of engagement are those that have experienced recent emergencies and recognise fully the long term costs of recovery for their communities.

Councils and agencies need to build trust between each other and with the community for shared responsibility and building resilience.

Biographies & Synopses

Clr Geoff Stevenson

Clr Geoff Stevenson was elected to Randwick City Council in 2008. At the recent AGM of the SCCG Geoff was elected Chair of the Group for the first time and is looking forward to the challenges facing the Group after 25 years of community-based activism.

He is passionate about coastal recreation and the environment and amenities that support these activities and includes in his objectives for his work on Council improved lifestyle and facilities for the community, and the preservation of the City's natural and cultural heritage.

Geoff has a Bachelor Arts majoring in geography (with Bruce Thom as his lecturer, so he comes well-credentialed for a role in supporting coastal management). He has an MBA and has worked for 25 years in industrial relations and human resources with 3 levels of government, and the private sector.

Welcome and Acknowledgement of Country

The SCCG has been active in understanding and planning for hazards with a number of projects over the last decade, and this project has looked at how councils are engaged in emergency management planning, and developed a tool to improve the emergency management capability of local government for harm minimisation in response to natural hazards.

We have asked our presenters to be challenging and we hope you will all engage in the Q&A to explore and develop the roles on local government in emergency management planning, and how councils can engage and support their communities.

Thank you all for coming, and a special thankyou to our presenters and panel.

Dr Ian Armstrong

Ian has a background in research science before shifting careers to environment design and management. Ian is the Project Officer – Special Project at the SCCG, funded by external grants.

Overview of the development on the Health Check and drivers for the project

- Majority of government expenditure is in recovery with very little in prevention and preparation.
- Local Government often left to pick up recovery efforts after the immediate response occurs, at great expense.
- Lack of understanding between LEMCs and Councils as LEMC is not a council committee.

Project developed in partnership with Fenner School of Environment and Society (ANU)

- Project aim is to improve the emergency management planning capability of local government to harm minimisation in response to natural hazards.
- Supported by Advisory Committee with representatives from SCCG councils, government agencies, and universities.
- Roles of combat agencies intentionally excluded from the review.
- Key project stages
 - Literature review and LEMO interviews informed development of guidelines for the project
 - Health Check based on the 7 priorities of the National Strategy for Disaster Resilience
 - December 2013 workshop to define Goals and KPIs for assessment
 - Consultations in 2014
- Results – variability between priorities and within, and between, Councils
- Analysis allows for identification of "low hanging fruit" for cost effective outcomes
- Key message – the Health Check is a tool and we need the support of Councils to integrate and embed it across Local Government.

Mr Phil Koperberg AO

Since 2011 Mr Koperberg has been the Chair of the NSW State Emergency Management Committee and the NSW member of the Australia-New Zealand Emergency Management Committee.

Prior to this Mr Koperberg was the Commissioner of the NSW Rural Fire Service for 21 years. During this time, Mr Koperberg was appointed as the overall emergency controller for major bush fires that occurred in 1993/1994, 1997/1998 and 2001/2002 and was appointed to operationally co-ordinate the response to the hail storm which damaged 30 000 properties in Sydney in 1999.

More recently, Mr Koperberg was appointed as the Blue Mountains Bushfire Recovery Coordinator following the devastating bush fires in October 2013, which destroyed over 200 homes.

While the Rural Fire Service Commissioner he also served as the Chair of the State Rescue Board, the NSW Rescue and Emergency Services Co-ordinating Committee, the Committee on Arson Investigation, the National Aviation Fire-Fighting Centre and was the Deputy Chair of the Australasian Fire Authorities Council.

During the 2007-2011 term of the NSW Government, Mr Koperberg served as the Minister for Climate Change, Environment and Water and the Parliamentary Secretary for Emergency Services.

Mr Koperberg has been made a Member of the Order of Australia and an Officer of the Order of Australia. He has also received the British Empire Medal, the Australian Fire Service Medal and an Honorary Doctorate from the University of Western Sydney..

Phil provided an overview from his many years of experience.

Two focuses of presentation:

- (1) preparation of community to build resilience and
- (2) aftermath.

Preparation

- What is important is that emergency management does not go down the "path of exclusion".
- Local government is "the first line of defence" in securing community confidence
- Combat agencies are becoming more autonomous and act in many cases in isolation. Though this is consistent with their role, they need to work in concert with local government. People are not looking to local government for emergency services during the emergency and continue to expect State and Federal Government to provide support afterwards
- The RFS are amongst the best communicators, however local government has been unintentionally slowly eased out of the process. Local Government needs to work with all the combat agencies to support all their communities
- Local government is not very involved in the operational phase, but relationships with combat agencies from the LEMC process are very important
- Local government has to be the "keeper" of a system which can relate very very quickly to affected communities
- This separation of functions could get worse before it gets better, especially with the effects of climate change placing new demands on the current system
- Natural disasters are going to be unexpected and severe – there is no such thing as a standard 'storm season, bushfire season' etc
- The language of emergencies is changing – 'mega-storm', 'catastrophe' etc – this is not helpful because there is no higher level and it misguides community expectations. The danger is that people stop listening. A graded degree of messages that reflects the reality of the situation unfolding is needed.
- People can be confused by the differences between media terminology and emergency services advice.

Aftermath

- Still a long way to go in recovery and being focussed on the community which has been impacted to restore them to pre disaster state as quickly and painlessly as possible
- Big weakness – cleaning up after ourselves
- Blue Mountains City Council outstanding in response during operational mode (immediate few days) and in recovery. All outdoor staff deployed in securing streets
- Complacency is our single-biggest enemy because the unexpected undoes us and we are unprepared both for the event and the aftermath
- We need to combine existing tools and mechanisms to position local government as the principal source of information post-disaster
- Through local government's interaction with the community post-disaster, they can facilitate a more expeditious and streamlined recovery
- Lesson learnt – the community needs to be comfortable with the transition from State-led response to local government management.

Mr Adam Vine, Warringah Council

Adam manages the Enterprise Risk Management, Business Continuity and Internal Audit functions at Warringah. In addition to these portfolios, Adam has a background in asset management of Warringah's buildings, project management, GIS, and environment management.

Adam leads a Lean Six Sigma project taking a 'whole of Council' approach to PPRR in incident and emergency management at Warringah. The project is taking into account integrating with the LEMC and LEMO, using tools such as the Australasian Inter-Service Incident Management System (AIIMS), the capability of staff to respond and cope during a major event, and how other systems, such as WHS and Business Continuity, fit in with all of this.

Warringah's recent risk assessment process identified 'inadequate Business Continuity and Disaster Recovery arrangements' as a strategic risk that requires significant resourcing for its effective management.

- Incidents vs emergencies – poorly differentiated in Council's strategic risk assessment
- Attempting to clarify the role of Council when they are not a lead agency – forced to adopt four hats – support agency (for LEMC/REMC/SEMC), our own emergency management plans, our own Business Continuity Planning, standard roles as service provider
- Main Council areas involved - risk management, communications, customer service and LEMO – they are often poorly coordinated
- Community expectations – how do you assess community resilience?

Our solution:

- Business Improvement Initiative – aims to establish a consistent approach (eg, Council identified they had 15 different processes for responding to emergencies) and link emergency management into Council processes and business continuity systems
- Key actions:
 - Adopted a common approach – AIMS (Australasian Inter-agency Incident Management System) – scalable and deals with all hazards. Build staff capability
 - Steering Group (cross council including, natural hazards, facilities, WHS, LEMO)
 - Regular communications with key combat agencies
 - Conducting complex scenarios (internally for now, eventually will involve combat agencies in this)
 - Emergency Grab Packs (senior staff to have in office and in car – top 5 things to do when an emergency happens – evacuation, incident management, recovery – business continuity)

The Council has contributed to the SCCG EM tool and later this year Council will use the tool to identify gaps and weaknesses.

Mr John Dwyer, Dwyer and Associates

John was appointed by the City of Sydney to re-activate and re-invigorate the Green Square Urban Renewal Development after its development approval had stalled due to flood and infrastructure impacts.

John has previously worked with other State and Territory Governments to bring about practical solutions to development malaise, and in doing so has recognised the balance between development risks, sustainability and public infrastructure and domain outcomes, and the drive to develop in Sydney.

Avoid, Move, Mitigate, Insure

John worked with Department of Planning and Treasury to resolve a Sydney Water impasse with the City, resulting in the delivery of infrastructure and building approvals.

- Green Square built on top of a dam in a swamp and stalled because of inability to manage flood problems
- 278 Ha site with a proposed population of 54,000
- City presented with a DA that couldn't be acted upon because they couldn't prevent flooding
- Every 2 years a significant flood occurs - have attempted to address this by raising floor levels and putting in mechanical solutions
- State government (Planning & Treasury) and Sydney Water had to come on board to execute flood paths that diverts water along the roads rather than properties and the development of a new trunk drain
- Involves planning restrictions to limit/guide developments in at risk areas
- Council has also established other sustainability-driven initiatives that may also prove to be effective in disaster recovery in terms of providing water, shelter and energy:
 - Recycled non-potable water system (water source if area is isolated and could be used in an emergency as reverse osmosis treatment available)
 - Library (potential shelter)
 - Former South Sydney Hospital (above future potential flood inundation)
 - New aquatic and recreation centres located to ensure protection of flood path
 - Private wire service – ability to power off-grid through tri-gen – locally generated heat and energy within Council facilities (could be used to generate power for non-Council buildings). System is independent of main communications systems
 - 'Taggles' / 'tags' could be used in utilities (may be able to as well as on persons or property)
- Whether these mechanisms are used in an emergency situation remains to be seen but the key message is that sustainable practice initiatives have the potential to be extended into emergency recovery
 - Council has the basics right and with a little more thinking could deliver even better outcomes with minimal investment

Dr Jenny Scott, Ku-Ring-Gai Council

Ms Jenny Cramp, Ku-ring-Gai Council

Jenny is the Sustainability Program Leader for Ku-ring-gai Council where she has developed a grounded research program to explore some of the more complex problems facing local government such as improving community resilience to the growing effects of climate change.

Jenny manages the Climate Wise Communities project which aims to strengthen the resilience of the most vulnerable sectors and localities of the community to the intensifying impacts of extreme weather events.

Why building resilience to an extreme weather impacts is not just about hazard reduction – the example of bushfire risk management in Ku-ring-gai

Dr Jenny Scott, Sustainability Program Leader, Ku-ring-gai Council

Jennie Cramp, Technical Officer Bushfire, Ku-ring-gai Council

History of bushfire in Ku-ring-gai

Ku-ring-gai is surrounded by 3 national parks and contains 120 bushland reserves within its borders. There is predominantly ridge top development has an extensive history of bushfires with on average one significant event every seven years. Today nearly 14,000 homes are situated on the bushland interface in Ku-ring-gai making it one of the most exposed areas to bushfire impact.

Bushfire Risk Management – traditional risk management methods

Traditional bushfire risk management strategies include hazard reduction burns and Asset Protection Zones. Such strategies are expensive and have a limited active life in terms of risk suppression, including:

- promotes highly flammable grass growth and exposes the area to weed invasions
- Indirect impacts on ecological communities, air quality, CO2 emissions
- community apathy to manage risks on their own property
- Changes in catchment hydrology

While these traditional forms of bushfire risk management have a place, good risk management requires a more comprehensive understanding of the costs and benefits associated with the choice of risk treatment.

Lessons Learned from Research into Recent Major Fire Events

Bushfire impact and house loss

Typically 85% of homes lost in bushfire ignited because of embers rather than radiant heat from the fire front. The effectiveness of the traditional methods of risk management declines to marginal as fire danger rating climbs. Embers can ignite forest, homes and grassland many kilometres ahead of the fire.

The role of vegetation proximity and house loss

Given the benefit limitations and indirect impacts of hazard reduction in the bushland, a more comprehensive approach to using alternatives is required. Engaging property owners on or near the bushland interface in urban areas to share the responsibility for reducing their personal and property vulnerability to bushfire is growing in emphasis.

Bushfire Survival Plans are the entry level for home owners, knowing what to do in advance will make a big difference to how you cope in the event of major fire.

Building resilience cannot be the sole responsibility of a fire combat agency.

Shared responsibility appears to be the only practical way forward for dealing with not only bushfire but other extreme weather events as well.

Why Sharing the Responsibility for Risk Management Makes Sense

Research and development of the method

Ku-ring-gai Council developed a Climate Change Adaptation strategy that analysed the costs and benefits of a suite of adaptation options. Criteria used to determine costs ranged across the social, environmental and financial parameters while the benefit focused on the capacity of the adaptation to reduce risks specific to an extreme hazard type. In the case of Bushfire the criteria used were:

- the increase of knowledge and awareness,
- reduce vulnerability to radiant heat,
- reduce vulnerability to ember attack,
- improve or maintain water supply,
- reduce fuel load and suppress transference capacity and limit fire destructiveness.

Adaptations that proved to be strongly positive in terms of performance against these risk criteria and were evidently sustainable scored highly. These high ranking adaptations were then clustered together and projects developed to implement them.

For Ku-ring-gai this process led to the development of the Climate Wise Communities project. The objective of the Climate Wise Communities project is to engage local residents deemed to be most vulnerable in a process of awareness raising, vulnerability self-assessment, resilience planning and the implementation of resilience strategies.

Council worked with RMIT and Bushfire CRC to develop workshop materials specifically for identified target groups that enable them to appreciate their vulnerability and what they could do about.

Council has partnered with a suite of agencies to deliver these workshops including RFS, SES, NSW Police and Emergency Services, NSW Department of Health, NSW Department of Education, the Red Cross, National Parks and Wildlife and neighbouring Councils.

To date Council has conducted 14 workshops targeting the aged, the CALD community, childcare centres, people living in bushfire prone areas and business operating in areas affected by restricted evacuation capacity. Over 240 people have participated in the Climate Wise Communities workshops and Council is continuing to provide opportunities for more residents and groups to engage in this program.

The Importance of sustainability in risk management

Our experience suggests that if any community resilience building strategy is to be effective and efficient, it needs to be able to satisfy the following criteria:

- The vulnerability factors impacting the ability of the community to be more resilient are well understood
- There is diversity in the risk management approach i.e. one size does not fit all,
- The risk management strategies demonstrate an ability to be sustainable over the longer term.
- Responsibility for risk management shared amongst the stakeholders including, emergency management agencies, the public sector, the private sector and NGOs.
- There are enabling strategies available for community groups to take on a meaningful role in building resilience capacity as a community service.

There is an urgent need for public policy to take emergency risk management in a more comprehensive and connected direction. Until we can craft good policies, it is possible that in under the changing climate conditions we are experiencing, community resilience may decline further. Projects such as the Emergency Management *Health Check* and *Climate Wise Communities* will at least provide some direction to local government and help reduce the likelihood of a growing trend toward vulnerability rather than resilience.

Mr Ron Barnes JLT General Manager NSW Public Sector

Ron has over 35 years' experience in risk and has consulted extensively to industry and Local Government. He is a Director of the Royal Life Saving Society of NSW and a member of the Board of Management of Statewide Liability Mutual (NSW).

Ron currently is the General Manager of JLT's Public Sector business where he manages a team of specialists providing specific risk related services to Local Government.

Mr Allan Young, Manager Coastal and Natural Resources Policy, NSW Department of Planning and Environment

Allan Young is an urban planner specialising in coastal and marine policy. He is currently Manager, Coastal and Natural Resources Policy with the Department of Planning and Environment. He has previously worked in the NSW Parliament as a policy advisor and has held various policy management and planning positions in a range of public sector agencies. Allan holds a Master of Urban and Regional Planning from the University of Sydney. His work was recognised through a prestigious Fulbright Scholarship in 2013.

Allan has a special interest in behavioural economics and its application to coastal land-use planning and public policy.

Geoff Withycombe - Rapporteur

Geoff Withycombe has an Applied Science degree in coastal management is the Executive Officer of the SCCG. In his role as Executive Officer, Geoff has responsibility to implement the Group's Strategic Plan and provides advice, policy development and decision making support for the 15 member councils. Geoff also holds other Director positions.

Geoff summarised the proceedings and the individual presentations to develop an overview of emergency management planning. There is clearly a mix of exciting and innovative activities and complacency towards emergency management across councils in NSW (summarised by the comment from the floor that "we need more emergencies").

Key points for the SCCG in developing the project are:

- How do we engage all parts of council where the perception of need for improved planning is low (or someone else's job)?
- How can we best support the future development and use of the tool, and to promote better outcomes for hazard-affected communities across NSW (and, potentially, Australia)?

Mr Lew Short - Facilitator

Lew is an experienced leader in the government and emergency sector. He has a proven track record in strategy and planning at an executive level and leading complex functions at a State level for the New South Wales Rural Fire Service (RFS). He is recognised as one of the country's leading experts in planning and building in bush fire prone areas, building resilience from disasters and the use of social media during emergencies.

In January 2013 he joined Eco Logical Australia as Principal, Emergency Management & Resilience where he has worked with some of Australia's leading organisations on their bush fire risk strategies.

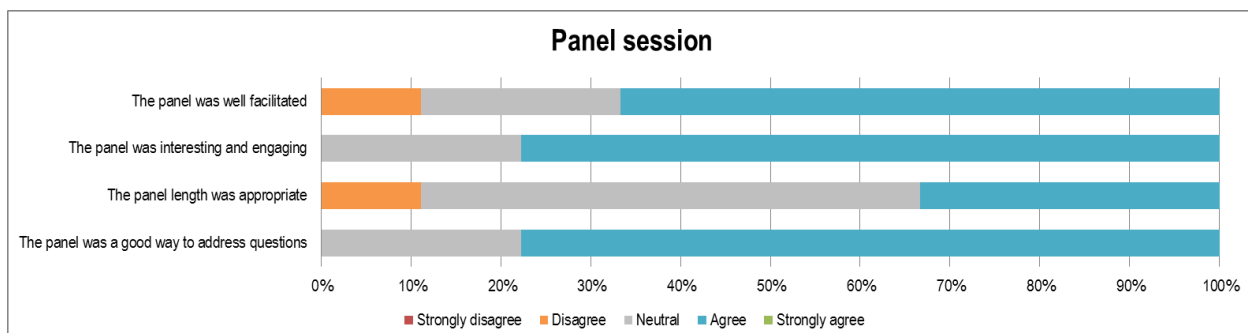
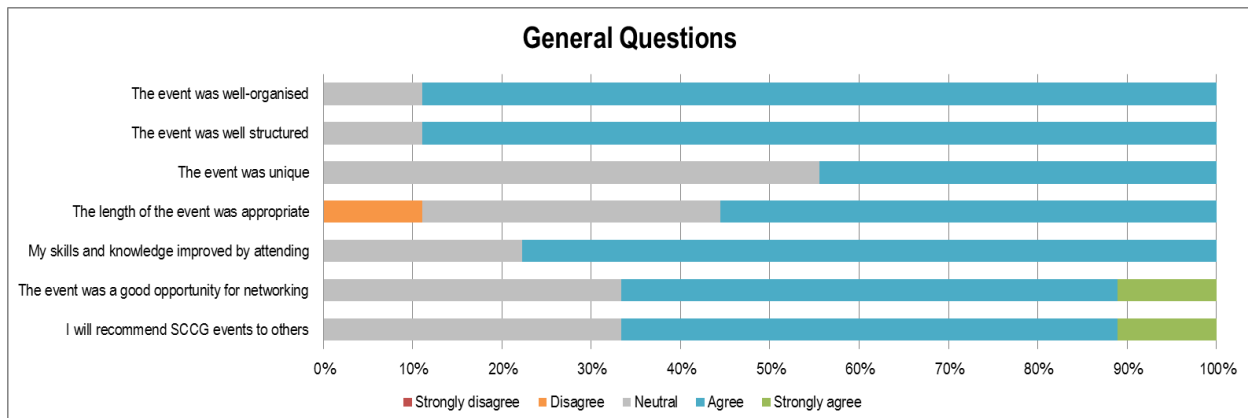
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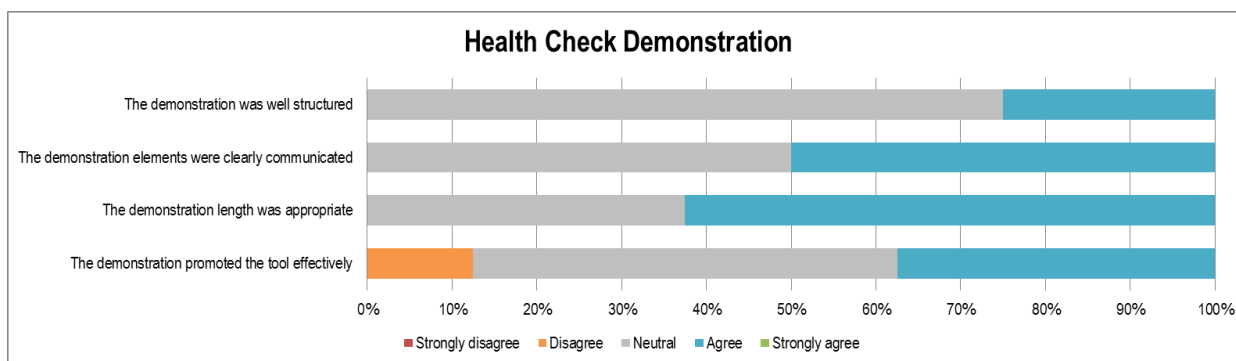
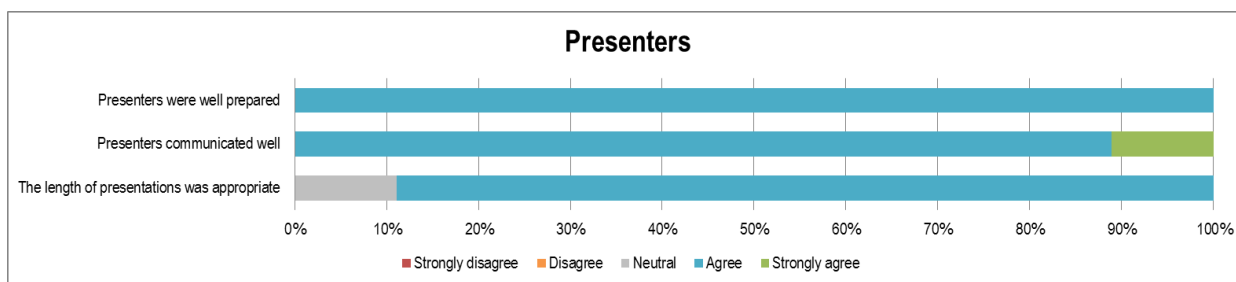
The SCCG is keen to keep doing the things it does well and to address those things that it can improve. To assess the success of the launch against the Objectives and to enable the SCCG to deliver informative, relevant and engaging events, the SCCG conducts post-event online surveys. The survey is specifically designed to obtain information and insight into participants' views of the event, including suggestions for enhancing future events.

Forty percent of participants completed the online survey. Results were generally positive:

- 90% considered that, overall, the event was good
- 90% agreed that the event was well structured, engaging and thought provoking
- Almost 80% agreed that it increased their skills and knowledge
- 100% agreed that presenters were well prepared
- 100% agreed that presenters communicated well
- Attendees rated the Health Check demonstration the least successful component of the Launch, which reflected the ongoing development of the tool. The SCCG will consider additional ways to demonstrate the tool to users.

Results:





Highlights for participants included the quality and diversity of speakers, the case studies presented, the range of issues explained.

For the most part, they found the presenters informative and engaging. Some participants wanted more time spent on the Q&A, and some felt that insurance issues occupied too much time.

Respondents suggested improved interactivity if participants had the opportunity to trial the tool on the day and if there was more time to discuss with colleagues the issues with completing the Health Check.

The SCCG Secretariat will consider the evaluation results in detail, particularly the comments to tailor the delivery of future events. The resolution of results provided by the structure of the survey enables resources to be allocated to areas identified as priorities or which are evaluated less favourably. The results also contribute to the SCCG's baseline data against which future performance can be judged.

Acknowledgements

Funded under the joint State and Commonwealth Natural Disaster Resilience Program 2012-2013. The views expressed herein do not necessarily reflect the views of the NSW Government or the Commonwealth of Australia

The Advisory Committee guided and informed the project and reviewed all deliverables. The SCCG extends our thanks to Committee members for their respective contributions.

The SCCG extends thanks to presenters and participants for their contribution and feedback. The SCCG gratefully acknowledges the contribution of the City of Sydney Council in providing the launch venue.





Sydney Coastal Councils Group Inc.

councils caring for the coastal environment

Level 20, Town Hall House, 456 Kent Street

GPO Box 1591, SYDNEY NSW 2001

e: info@sydneycoastalcouncils.com.au

w: www.sydneycoastalcouncils.com.au.com.au

This event conducted in accordance with the SCCG's sustainable event management policy.