





**Community Engagement**  
 Influencing the outcomes of the Banana Shire Council Floodplain Management Study  
 Tara Venturini (BB&P Relations)  
 Stakeholder Engagement Specialist

**Engineering & Construction**

*We Deliver*



**Banana Shire Floodplain Management Study**

- 10 towns in Banana Shire Council LGA, 120+ km inland from Gladstone in QLD
- Dawson River catchment: 50,000 square km
- Major flooding in December 2010/11, January 2013 and February 2015
- Limited warning time for residents






Source: Department of State Development, 2009





**Community effects**

- Isolation due to rising water and damaged roads
- Limited access to essential services
- Destruction of crops and loss of livestock
- People displaced and property damaged







**Methodology**

<p><b>Stage One</b> Data gathering and analysis</p>	<p><b>Formal consultation</b></p> <ul style="list-style-type: none"> <li>• Four drop-in sessions</li> <li>• Introducing the Study and establishing a relationship</li> <li>• Data gathering for flood model calibration</li> </ul>
<p><b>Stage Two</b> Dawson River Flood Study Stage 2 Report</p>	
<p><b>Stage Three</b> Presentation of proposed areas of investigation</p>	<p><b>Formal consultation</b></p> <ul style="list-style-type: none"> <li>• Five drop-in sessions</li> <li>• Results of flood models shared and comment invited on mitigation measures being considered</li> </ul>
<p><b>Stage Four</b> Submission of Floodplain Management Plan</p>	





Community members showing the extent of flooding to their property in Stage One





**Results**



- Mutually beneficial outcomes
- Achieved a balance between emotional and logical responses
- Community acceptance and understanding of study and flood management
- Recommendations for alternate mitigation options

**Key considerations to optimise engagement**





Raising awareness and setting expectations are fundamental for meaningful participation.

**Key considerations to optimise engagement**

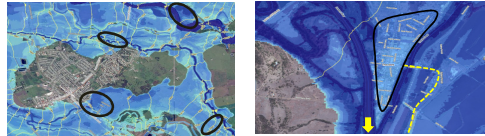
A balance of open-ended and targeted questioning will enhance project deliverables.








**Key considerations to optimise engagement**

Tailored and tangible visual communication tools help to elicit more relevant and detailed feedback eg. Large plots displayed in drop-in sessions



Figures: Circled locations indicate focus areas for reducing vulnerability with mitigation measures.  
Yellow line highlighted by community as important evacuation route

**Key considerations to optimise engagement**

In a digital age, the value of face-to-face engagement must not be ignored.



**KBR** We Deliver **ZERO HARM**

**Key considerations to optimise engagement**

Public involvement in emergency management is a key to success.  
It requires strategic planning, resourcing, and time for implementation.




**KBR** We Deliver **ZERO HARM**

*The principle of continuous improvement has guided this Study's delivery and it is hoped our experiences here will help inform future floodplain management studies that are seeking to contribute to flood awareness, education and ultimately the preparedness of the community "before the next great flood."*

**KBR** We Deliver **ZERO HARM**

**Thank you**

**Acknowledgements**  
The authors wish to acknowledge the permission and invaluable contributions received from the Banana Shire Council, without which this presentation would not have been possible.

Tara Venturini  
Stakeholder Engagement Specialist  
[tara.venturini@kbr.com](mailto:tara.venturini@kbr.com)

**Limitations statement**  
The findings, observations and conclusions expressed by KBR in this presentation are not, and may not be considered, an advice for general public purposes or use. The data, findings, observations and conclusions are based solely upon specific circumstances in existence at the time of the investigations detailed in the presentation and are not represented as relevant or applicable to any other circumstances or facts. No warranty or guarantee, whether express or implied, is made with respect to the data reported or to the findings, observations and conclusions expressed in this presentation.

**KBR** We Deliver **ZERO HARM**