



# BARWON DOWNS BOREFIELD GROUNDWATER LICENCE RENEWAL

COMMUNITY AND STAKEHOLDER WORKSHOP  
FEEDBACK REPORT

October 2017

### **Limitations of use**

This report has been prepared by MosaicLab on behalf of and for the exclusive use of the Barwon Water (BW).

The sole purpose of this report is to provide a review of the community and stakeholder workshops run to explore the issues and opportunities within the Barwon Downs Borefield Licence Application.

This report has been prepared in accordance with the scope of services set out by Barwon Water. In preparing this report, MosaicLab has relied upon the information provided by the respondents to the feedback forms at the end of the two workshops.

MosaicLab accepts no liability or responsibility whatsoever for or in respect of any use of or reliance upon this report by any third party.

*MosaicLab is a Victorian-based consultancy that specialises in community & stakeholder engagement, facilitation, negotiation, strategic planning and coaching.*

# INTRODUCTION

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Two independently facilitated workshops have been held with around 30 community and stakeholders attending each. These workshops allowed participants the opportunity to discuss and provide feedback on how the Barwon Downs Borefield should operate to ensure affordable water security for the region while balancing the needs of the environment. Workshop one was held on Thursday 22 September and workshop two was held on Thursday, 12 October.

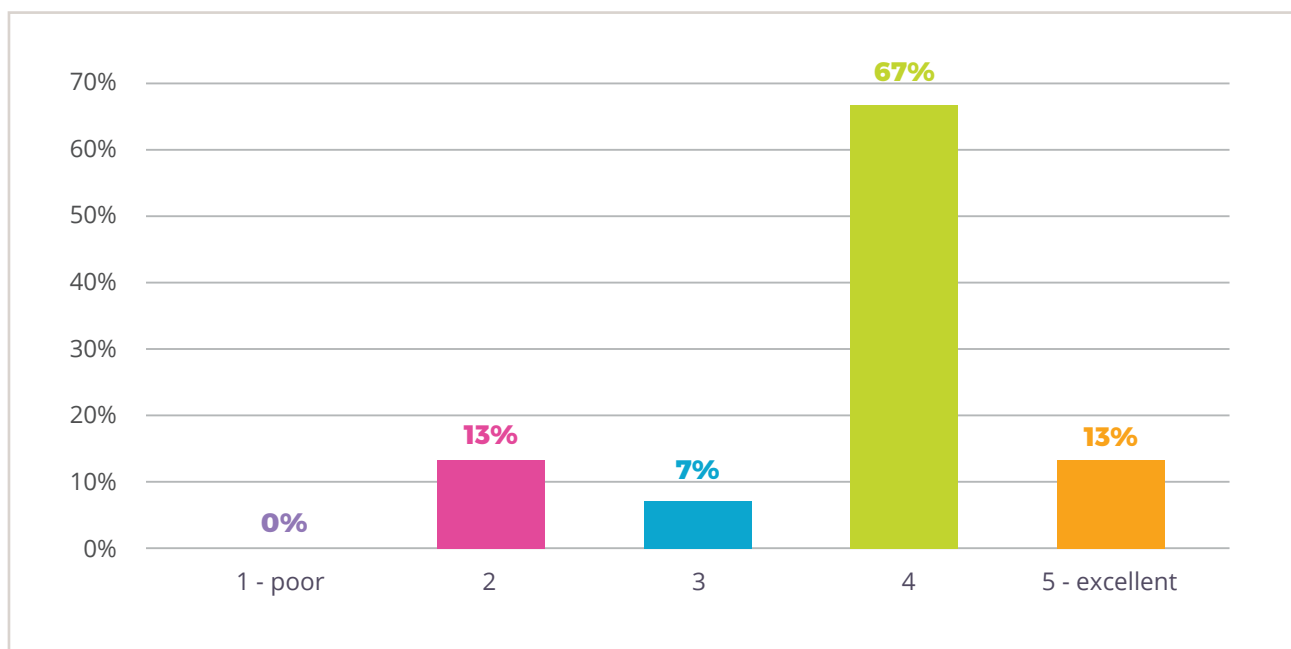
At the conclusion of each workshop, MosaicLab asked participants to complete a short feedback form to rate the format of each workshop and provide suggestions for improvement going forward. This report is a summary of the feedback across two workshops.

## WORKSHOP ONE

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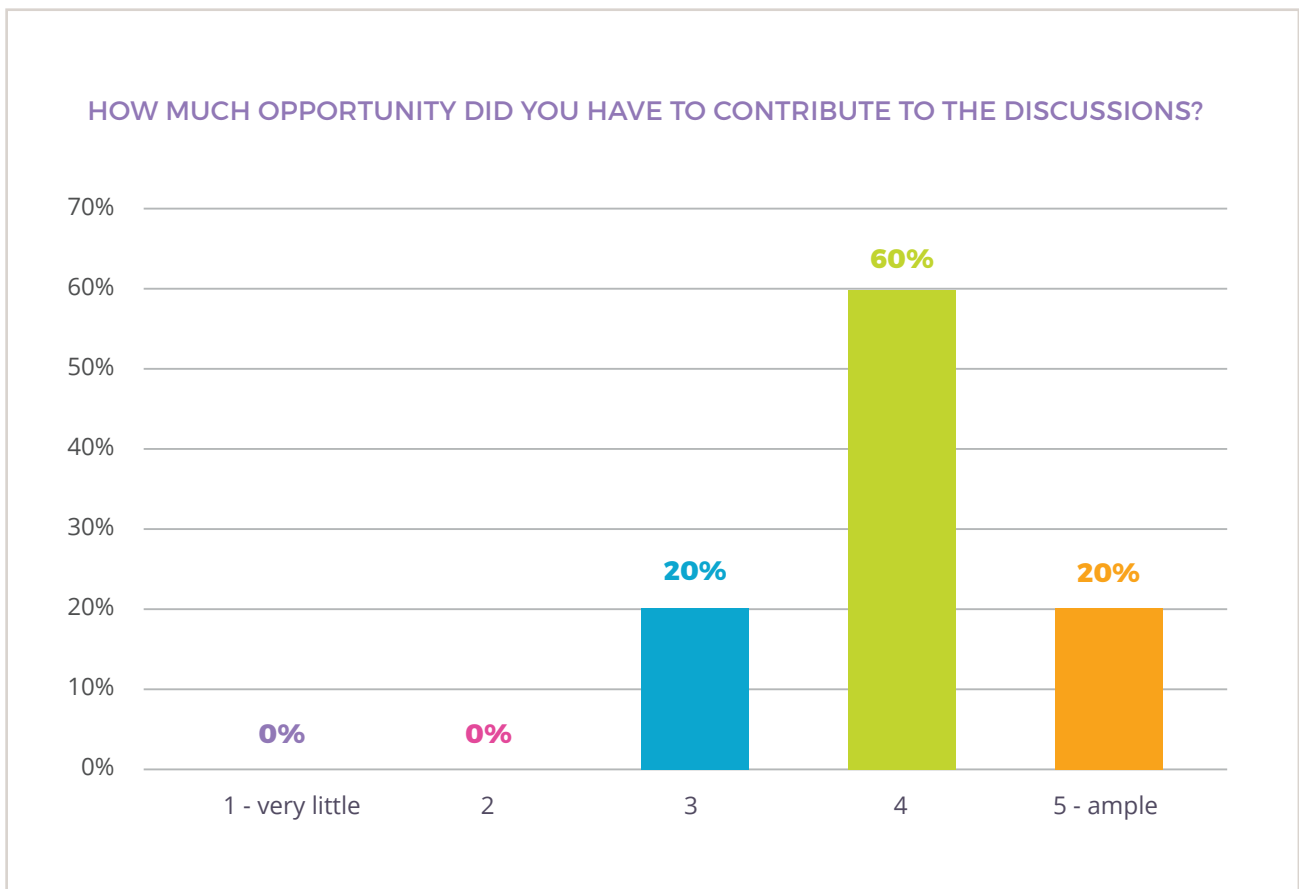
15 participants at this workshop completed the feedback form. Results indicate that 80 per cent of participants thought the format of the session was good or excellent (Figure 1, below).

**Figure 1: Format of Workshop One**



When asked whether participants felt they had an opportunity to contribute, 80 per cent said they had a good amount or ample chance to contribute to the discussion (Figure 2, below).

**Figure 2: Opportunity to contribute to Workshop One**



## SUGGESTED IMPROVEMENTS

Eight respondents offered suggestions for improvement. These suggestions are summarised below:

- Provide credible, transparent data
- Increase the scope of the project as outcomes feel pre-determined by Barwon Water or presented by people with vested interests (e.g. the assumption that there will be a licence application)
- Concerns about the assumptions behind the data presented
- Uncertainty about the outcome from this format of workshop
- More information needed to be provided prior to workshop
- Listen to the landowners and understand their problems

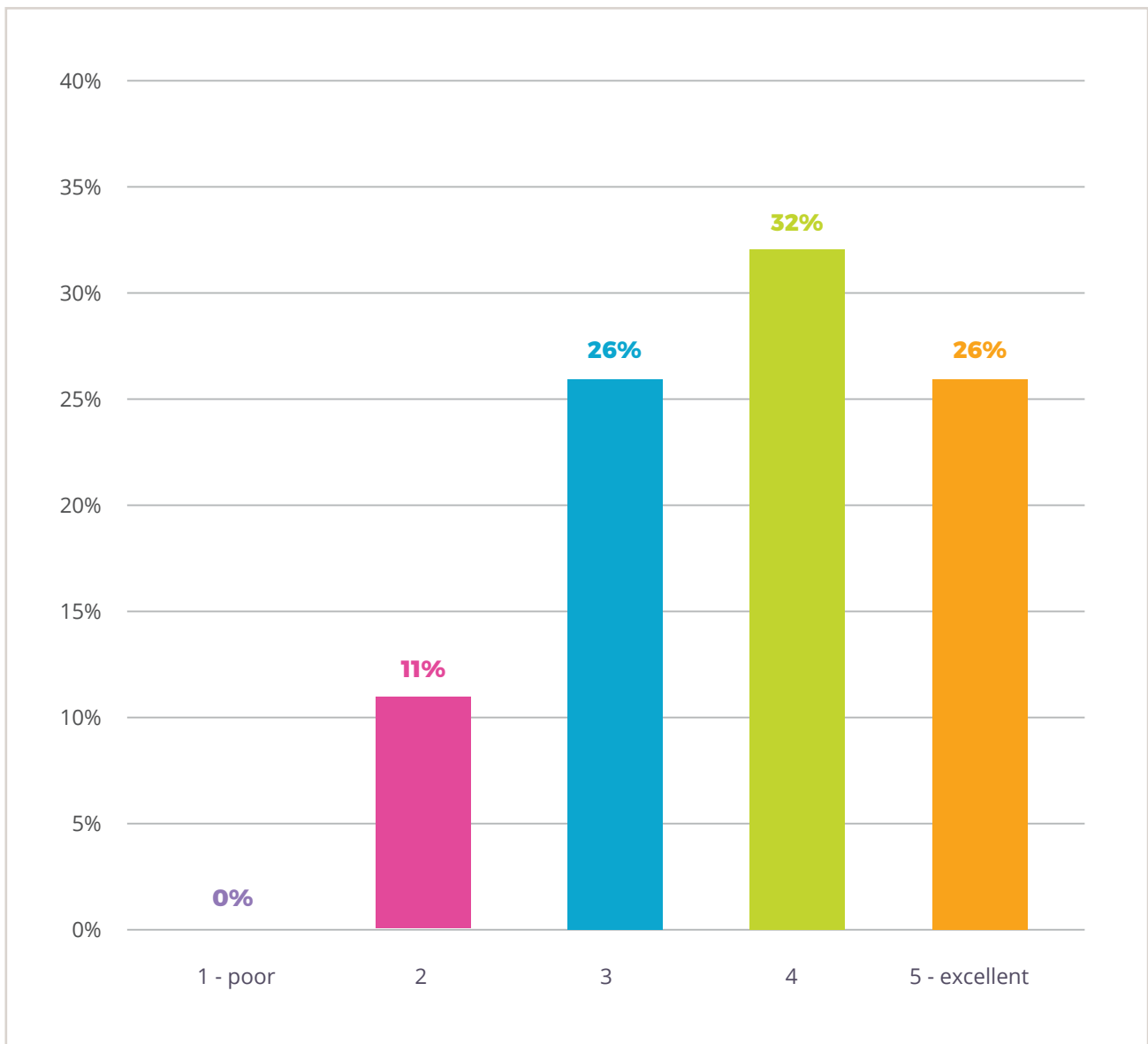
# WORKSHOP TWO

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There were 27 participants from workshop two who completed the given feedback forms.

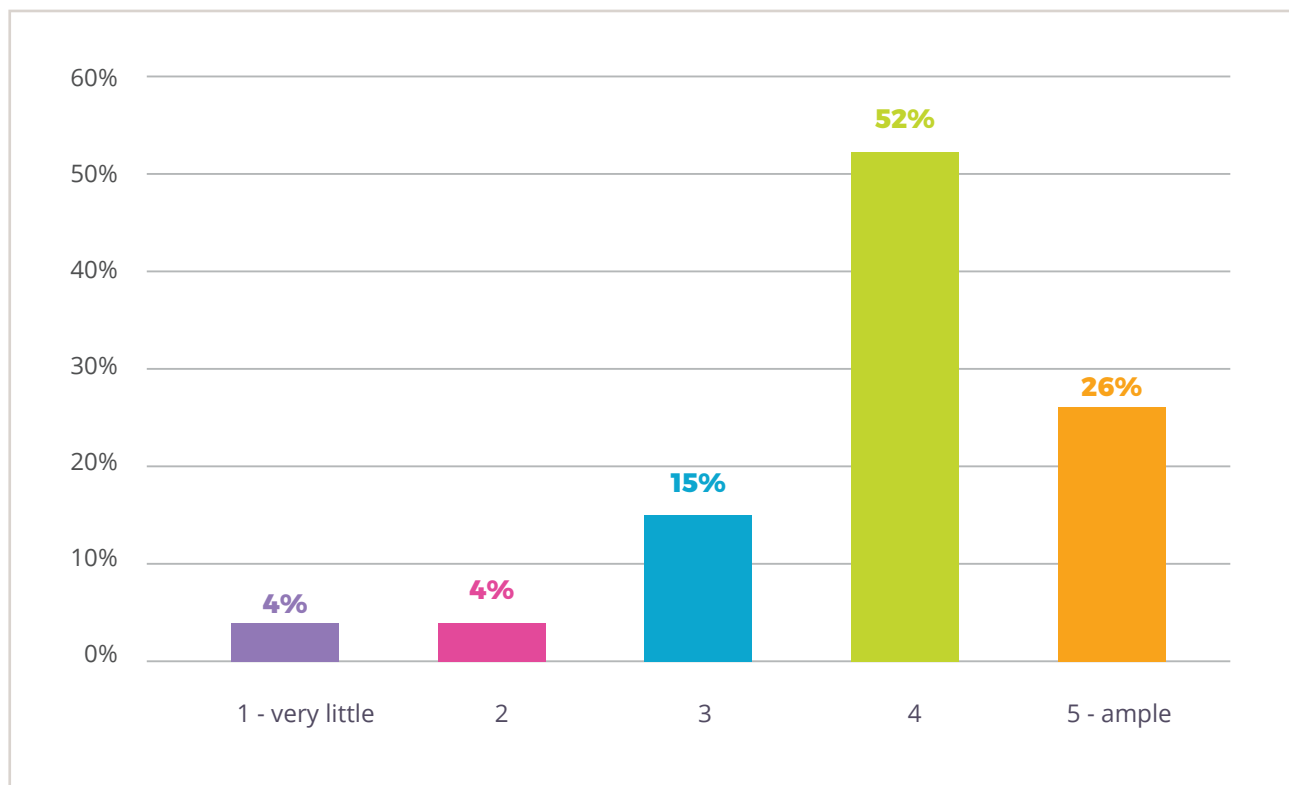
The feedback indicated that 63% of respondents thought the format of the workshop was either good or excellent, and alternately 7 respondents (26%) felt the session was moderate, and three respondents (11%) felt the session was 'low' in its format, as outlined in Figure 3, below.

**Figure 3: Format of Workshop Two**



78% of respondents said they had a good amount, or ample opportunity to contribute to the discussions throughout the session (Figure 4, below). Two respondents (8%) indicated that they had very little or only some chance to contribute to the discussions.

**Figure 4: Opportunity to contribute to Workshop Two**



## SUGGESTED IMPROVEMENTS

Some respondents offered suggestions for improvement. These suggestions are summarised below:

- Increase the scope of discussion - comments highlighted concern about the narrow focus of the discussion and the bias that may be present if the outcomes have been pre-determined. Concern facilitators are not bringing an independent spirit to process.
- Barwon Water to provide answers to questions
- Provide more structure around groups, maybe include a table host to keep groups on track
- Allow more time to talk, reflect and inform when in the larger groups
- Managing people's expectations as the issue may take longer to resolve than currently projected

Participants asked that the facilitators continue to:

- Provide a professional and respectful approach
- Provide opportunities to speak in small groups

# CONCLUSION

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Across the feedback from the two workshops an average of 73% of respondents were happy with the format of the sessions and 79% were happy with their level of opportunity to contribute to the discussion. The overall feedback indicated that the independence of data available and facilitation could be made more transparent to participants. There was also a high level of concern at both workshops about the scope of the project and the perceived pre-determined outcomes set by Barwon Water.



REPORT PREPARED BY:

mosaic LAB

[www.mosaiclab.com.au](http://www.mosaiclab.com.au)