

3. COMMUNITY CONSULTATION

3.1. Media Release

A media release titled 'Flood stories wanted for Narooma catchment study' was publicised by Eurobodalla Shire Council on the 12th September 2012. It was requesting community involvement in the flood study being undertaken in the Wagonga Inlet, Kianga and Dalmeny catchments. It provided details about the community information sheet and questionnaire to be distributed, as well as the upcoming drop-in session.

The media release is found in Appendix C and was previously available on the following link: <http://www.esc.nsw.gov.au/publications/mediacentre/mediareleases/2012/september/flood-stories-and-photos-wanted-for-narooma-catchment-study/>

3.2. Community Questionnaire and Information Sheet

In collaboration with Eurobodalla Shire Council, a questionnaire and information sheet were distributed to residents and business owners within the study areas. The information sheet described the Floodplain Risk Management Process and provided information on the current flood study. The questionnaire requested information on flooding that residents and business operators may hold. This could be based upon photographs or observations of previous floods. Both the questionnaire and the information sheet directed the community to an online questionnaire (on the Survey Monkey platform), should they wish to complete the questionnaire via an alternative method. The information sheet also informed the community of a drop-in session held on the 17th September 2012 (see Section 3.3).

The community questionnaire and information sheet that was distributed by Eurobodalla Shire Council can be found in Appendix C.

3.3. Drop-in Session

Eurobodalla Shire Council and WMAwater organised a drop-in session that was held in Narooma Library on the 17th September 2012, between 4:00pm and 7:00pm. Present were representatives from both Eurobodalla Shire Council and WMAwater. The community was informed of this meeting via the community information sheet and media release.

The community could attend on an individual basis at any time that was convenient for them during the hours that representatives were present. The objective of this being that attendance would not be unreasonably hindered by restrictive hours that would have been the case in a collective meeting rather than individualised ("drop-in") meetings.

3.4. Community Responses

From both the community questionnaires and the drop-in session, it was found that the community were generally aware of flooding within the catchment. Of the respondents, just over 10% had performed flood mitigation or emergency work on their property due to flooding, and a quarter had been isolated due to flood waters in the past. There were also a higher number of respondents who had experienced the 2010 flood event in comparison to the 1999 flood event.

The analysis of the community response is provided in Figure C 1. Information that was employed in the model calibration phase of this study (discussed in Section 8) can be found in Appendix C.

3.5. Consultation on Draft Report

Eurobodalla Shire Council carried out the public exhibition of the Wagonga Inlet, Kianga and Dalmeny Draft Flood Study Report in June-July 2015. Residents were informed of the public exhibition via:

- Council website notice published on the 12th June 2015;
- Media release within Narooma News published on the 10th June 2015;
- Newsletter mailout to residents identified as affected by the 1% AEP event on the 15th June 2015;
- Media release within Eurobodalla News published on the 3rd July 2015;
- Council website notice “what’s on”; and
- Additional media release within Narooma News published on the 8th July 2015.

During the public exhibition period, the report was available online at www.esc.nsw.gov.au and hard copies were available from Narooma, Moruya and Batemans Bay Libraries and Eurobodalla Shire Council Offices. Two public information sessions were conducted with Council staff and WMAwater present on Wednesday 8th July 2015 from 4:00pm to 7:00pm and Thursday 9th July 2015 from 10:00am to 1:00pm. An additional business information session was also conducted on Wednesday 8th July 2015.

During the information sessions, additional historical flood information was provided by the community for the Dalmeny catchment area. This additional information allowed for the further calibration of the 2010 event and the addition of the 2014 event discussed in Section 8, the latter of which occurred after calibration had been completed for the study.

Seven written submissions were received from the public exhibition process. Of these, four identified typographical errors or requested clarification of technical information provided in the report. Three submissions provided additional photographs and descriptions of historic flood events. Three submissions also suggested or requested flood mitigation works to be investigated in the next stage of the floodplain risk management process (i.e. the Floodplain Risk Management Study and Plan). A summary of the issues raised in the submissions as well as responses are included in Appendix C.