

SUNBURY'S WATER FUTURE

Community research and engagement report

FINAL REPORT

Delivered Friday 25 February 2022

rpsgroup.com



CONTENTS

- Introduction
- Executive summary
- Research methodology
- About the respondents
- Research insights
- Research results – quantitative and qualitative
- Appendices



Introduction

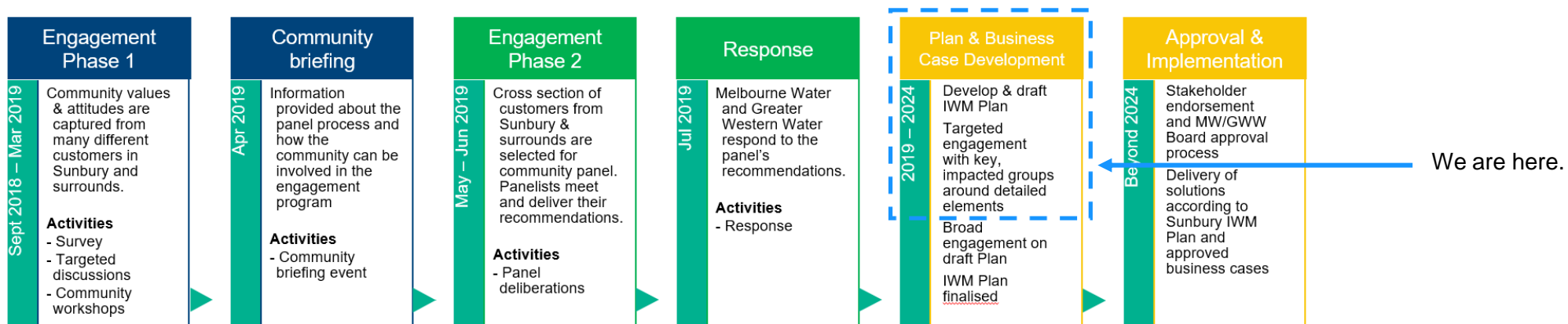
The Sunbury region is largely reliant on drinking water supplies from outside the region. With limited harvest from local water catchments, reduced rainfall and a population that is expected to more than double in the next 20 years, interventions are required to limit cost and environmental impacts.

The aim of Sunbury's Water Future project (SWF) is for Melbourne Water (MW) and Greater Western Water (GWW) to work together to develop a community-driven Integrated Water Management Plan (IWMP) for Sunbury.

Building on previous phases of the project, **this phase sought to socialise recommendations made by a deliberative Community Panel in June 2019 (see [Appendix 1](#)) and test which detailed water management options best align with community values.**

Now at the conclusion of this phase of the community research and engagement, this report seeks to provide research findings that give decision-makers a robust, justifiable decision-making platform to proceed with producing a community-influenced IWMP.

It also contains insights which can be used to show the Sunbury and surrounding communities how their input influenced the outcomes and approach for the final IWMP.



Executive summary

In order to best understand the community's views and sentiments as they relate to integrated water management and build upon the recommendations from the 2019 Community Panel, 430 community members were surveyed and a further 26 community members were interviewed about their preferences and priorities.

The key outcomes are summarised as follows:

1) Community priorities for future water management 2) Comfort comparison between recycled and stormwater uses	3) Sentiment for using treated stormwater as drinking water 4) Considerations in the use of treated stormwater for drinking	5) Sentiment for using stormwater / recycled water for agriculture or environmental flows
<ul style="list-style-type: none">• Using treated stormwater to water public spaces and parks is most preferred by survey respondents. However, education about treated stormwater is likely to increase support for using it to top up reservoirs.• People want to prevent their waterways from 'drying up' in dry periods, but there is a low understanding about environmental flows.• Using recycled water to water public spaces and parks is also the most preferred option for this resource.• Sentiment is in favour of exploring recycled water as a non-potable resource for Sunbury.	<ul style="list-style-type: none">• There is strong support for the use of treated stormwater as drinking water.• Establishing a sustainable water system is a key motivator for those in strong agreement of drinking treated stormwater.• Concerns about drinking treated stormwater centre on potential health impacts.• Education will be the most effective way of changing peoples' minds about drinking treated stormwater.	<ul style="list-style-type: none">• There is strong support for agricultural use of both treated stormwater and recycled water.• There is less support for using recycled water for environmental flows than for agriculture.• More community knowledge about recycled water is required for people to support adding it to local waterways.

Research methodology

Research during this phase gathered insights that will directly feed into Sunbury's IWMP. All survey and deep dive questions aligned with a Data Capture Plan developed for this project by MW, GWW and RPS ([see page 7](#)).

The following research and engagement activities were undertaken:

1. An **online survey** accompanied by a short animation, delivered between 20 October to 26 November 2021 via two methods:
 - Melbourne Water's 'YourSay' page, open to all community members from Sunbury and surrounds, supported by email and Facebook communication (Open survey)
 - 231 respondents
 - A telephone recruitment campaign directing customers to the online survey which aimed to recruit participants who matched the local demographic as closely as possible (Computer Assisted Telephone Interviewing (CATI) survey)
 - 199 respondents
2. Four two-hour '**Deep Dive**' sessions in December 2021 with groups of up to 12 engaged community members to explore future opportunities and challenges (total 26 participants, same topics explored and questions asked in each session):
 - Deep Dive 1: 7 participants
 - Deep Dive 2: 7 participants
 - Deep Dive 3: 7 participants
 - Deep Dive 4: 5 participants

The Deep Dive sessions involved obtaining unbiased feedback from participants, that is not influenced by the client, facilitator or other entity. This included avoiding asking leading questions or guiding the conversation to favour a particular outcome.

Data Capture Plan

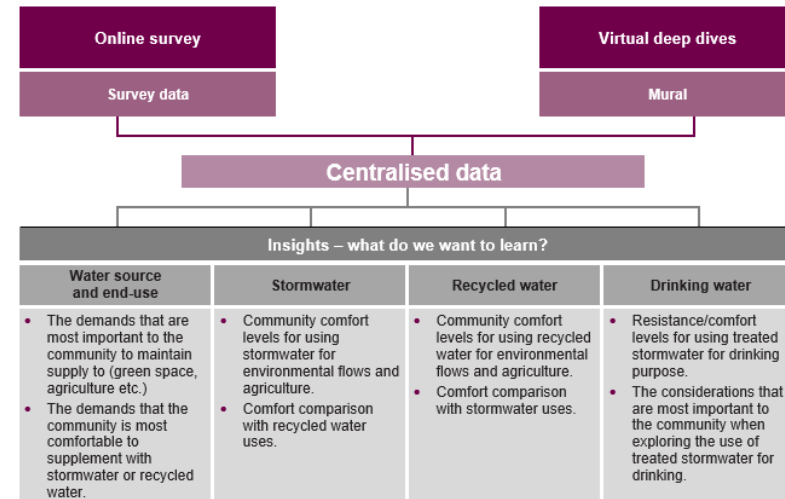
SUNBURY'S WATER FUTURE - DATA CAPTURE PLAN

Engagement topics

The feedback component of the project is to gauge community views and preferences about proposed water management solutions. The program will provide an evidence-based understanding of community views on water management opportunities and their flow-on consequences. Components of the program include:

- Education about the options and their direct benefits.
- Evidence that identifies community preferences for use and management of different water sources.
- A randomly recruited representative sample and a sample of engaged customers which can be compared and contrasted.
- Evidence that identifies what tradeoffs the community is willing to make to secure their priority options / approaches

Data capture methods



Question mapping

S = Survey

D = Deep Dive Questions (see definitions below)

Insights	Water source and end use	Stormwater	Recycled water	Drinking water
• Community priorities for future water management, based on benefits	Q1, Q2, Q3, Q4	Q1, Q2 D2.1, D3.1, D3.2, D6.1, D6.2a	Q3, Q4 D5.1a-b	
• Comfort comparison between recycled and stormwater water uses		Q1, Q3, Q8, Q9	Q1, Q2, Q8, Q9	
• Resistance/comfort levels for using treated stormwater for drinking water		Q5, D2.1, D6.1		Q5, D2.1, D4.1a, D4.4a
• The considerations that are most important to the community when exploring the use of treated stormwater for drinking		Q6, Q7		Q6, Q7, D4.1b-c, D4.2, D4.3a-b, D4.4a-c, D6.2b
• Community comfort levels for using stormwater / recycled water for agricultural use		Q8, Q9	Q8, Q9, D5.1a-b	
• Community comfort levels for using stormwater / recycled water for environmental flows		Q8, Q9	Q8, Q9, D5.1a-b	

Deep Dive Questions (source: Draft SWF DD runsheet - v0.8.pdf)

Quantitative questions indicated with [QT]

Section 1 – This section is an icebreaker and will **not** be analysed

D1.1 = "What is your favourite local waterway and way?"

D1.2 [Relating to health of local waterways]

Data Capture Plan continued

- D1.2a = "Is it important to you that local waterways are healthy?"
- D1.2b = "If so, why?"
- D1.2c = "If not, why not?"

Section 2

D2.1 = Pre-video vote ranking 7 options for using excess stormwater [QT]

Section 3

D3.1 = "Why do you think watering public spaces and parks and watering gardens at home were the most preferred options for making use of excess stormwater?"

D3.2 = [Relating to storing treated stormwater and carefully releasing it into local waterways and other habitats to give water to the environment when it is needed]
"Why do you think this rated highly?"

Section 4

D4.1 [Relating to drinking treated stormwater]

- D4.1a = "Do you support drinking treated stormwater? (raise of hands)" [QT]
- D4.1b = "Why do you think some people disagree with drinking stormwater? (either in the group or in the survey)"
- D4.1c = "What do you think might change your / their mind?"

D4.2 = [Relating to hesitation to drinking treated stormwater due to wanting to know more] "What do you think they would need to know to overcome their hesitancy and 'strongly agree' with using treated stormwater for drinking?"

D4.3 [Relating to hesitation to drinking treated stormwater due to negative health impacts]

- D4.3a = "What health impacts do you think they were particularly concerned about?"
- D4.3b = "What information do you think would help reduce their concern?"

D4.4 [Relating to trade off between drinking treated stormwater and health of local waterways]

- D4.4a = "If drinking treated stormwater meant saving your local waterways, is there anyone who still wouldn't be prepared to do it?" [QT]
- D4.4b = "Why not?"
- D4.4c = "What would it take to change your mind?"

Section 5

D5.1 [Relating to there being noticeably less support for use of recycled water to improve waterway health, compared to use in agriculture]

- D5.1a = "Why do you think there might have been a difference here?"
- D5.1b = "Anything else anyone wants to raise here?"

Section 6

D6.1 = Post-video vote ranking 7 options for using excess stormwater [QT]

D6.2 [relating to D6.1]

- D6.2a = "What information led people to change their rankings?"
- D6.2b = "What further information would you require to change your mind about drinking treated stormwater?"

Taking a hybrid engagement approach

It was identified by the SWF Steering Committee in 2021 that to effectively determine the community's preferences and priorities for alternative water sources in Sunbury, a hybrid approach of engagement and social research was required.

This approach used a mix between an education campaign and multiple engagement methods to capture data across the community.

This approach enabled the project to gather feedback from both interested individuals (open survey participants), as well as a representative sample from the community (CATI recruited survey participants). Through this approach, education material was able to be easily integrated and shared. For example, an informative animation was included as an introduction to the survey, and an overview of future water use in Sunbury included as part of the Deep Dive sessions.

To follow Victorian government health guidelines during the COVID-19 pandemic, research and engagement was conducted online, including an online survey and online Deep Dives using the platform Zoom.



Deep Dives methodology

The Deep Dives aimed to interrogate key survey outcomes, to determine qualitative reasons for *why* some outcomes appeared as they did. For example, one section of the Deep Dives investigated potential reasons for why survey participants preferred to use treated stormwater for watering public spaces and parks than for other uses.

Deep Dive participants were recruited by nominating themselves while they completed either the Open or CATI recruited survey.

Deep Dive numbers were capped at 12 participants per session, meaning 48 positions were available. Participation was offered by telephone call and email to all people who nominated themselves. Following this recruitment process, RPS successfully recruited 26 participants.

RPS aimed to secure even Deep Dive participation from both Open and CATI survey respondents, and even representation of males and females. However, securing robust numbers for each session was the priority focus.

The majority of people who agreed to a specific Deep Dive session were from the Open survey. This is likely because these community members had a more engaged interest in the topic, demonstrated by the fact that they completed the survey through their own motivation, rather than being recruited for it. This should be noted when considering the feedback by participants recorded throughout this report.

The following graphs describe the Deep Dive participants:

Figure 1: Survey type

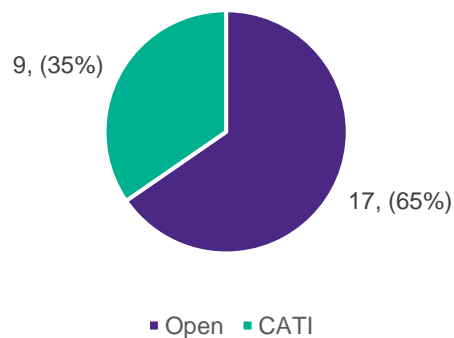
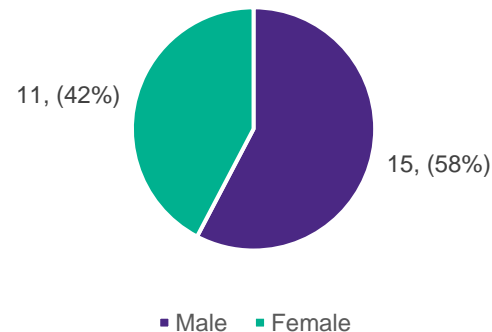


Figure 2: Gender



About the respondents

The telephone recruitment campaign aimed to achieve a sample that closely matched the demographic of Sunbury and relevant surrounding communities (using Census data). This helped to verify the representativeness of the open survey results.

Soft quotas were established for the telephone recruitment campaign. See [Appendix 2](#) for a summary of which quotas were achieved.

Analysis of diversity and inclusion aspects of the survey sample is presented in [Appendix 3](#).

Figure 3: Age of respondents

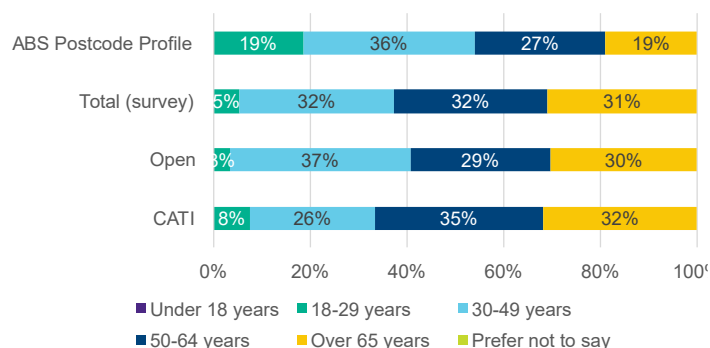


Figure 4: Gender of respondents

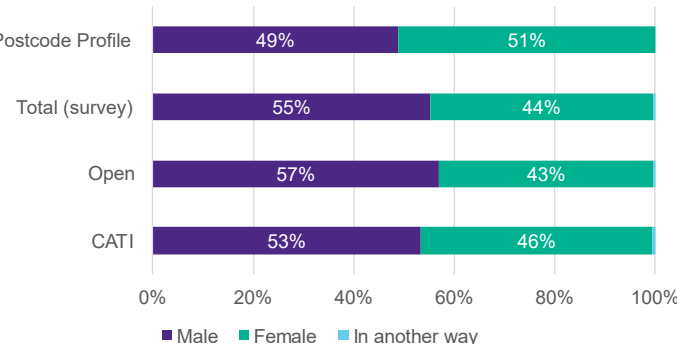
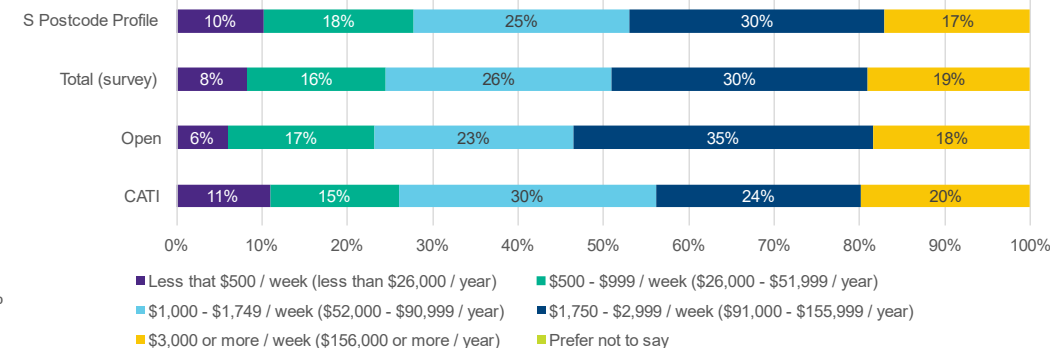



Figure 5: Income profile of respondents



The following was noted of the recruited and community surveys:

- The demographics of the CATI and Open survey respondents are closely matched
- Despite best efforts, both surveys under-represent females and the 18-29 age group compared to Census data
- The other age groups are more accurately represented compared to Census data
- The surveys accurately represent income profile and carer/disability profile compared to Census data
- The Census shows that many languages are represented in the project postcodes in very small percentages (e.g. 0.2%). For this reason, there were no language-related quotas for the CATI survey given the small sample size (199 people surveyed).



This research focused on gathering an agreed set of insights aimed to feed directly into Sunbury's IWMP:

- Community priorities for future water management
- Comfort comparison between recycled and stormwater uses
- Sentiment for using treated stormwater as drinking water
- Considerations in the use of treated stormwater for drinking
- Sentiment for using stormwater / recycled water for agriculture or environmental flows

RESEARCH INSIGHTS

Insight 1: Community priorities for future water management

Insight 2: Comfort comparison between recycled water and stormwater uses

Insight 3: Sentiment for using treated stormwater as drinking water

Insight 4: Considerations in the use of treated stormwater for drinking

Insight 5: Sentiment for using stormwater / recycled water for agriculture or environmental flows



Using treated stormwater to water public spaces and parks is most preferred by survey respondents.

Rankings for the use of treated stormwater were broadly consistent across both the CATI and Open surveys.

The uses of treated stormwater that had the strongest support (55% overall) included:

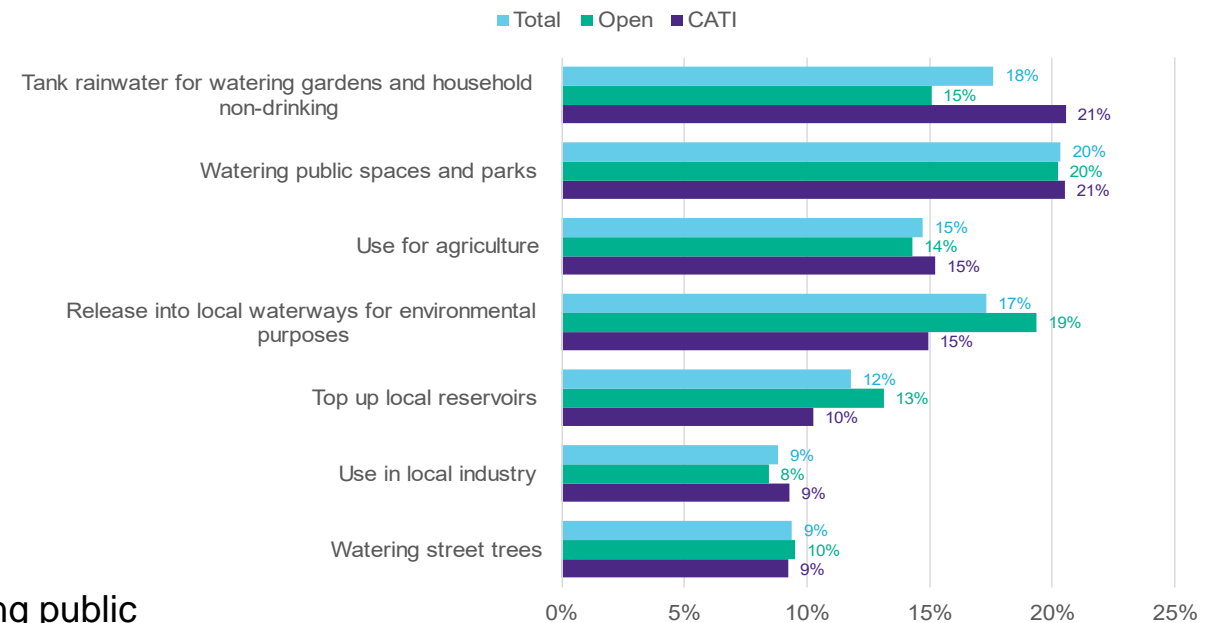
1. Watering public spaces and parks
2. Capturing rainwater for watering gardens and household non-drinking use, and
3. Use for environmental flows.

The options with the least support included local industrial use, diverting stormwater to water street trees, and topping up local drinking water reservoirs.

Deep Dive participants were asked to suggest why they think watering public spaces and parks was most preferred by survey respondents.

The two most common reasons given by participants were that community members value greenery in their environment (particularly in their recreational and sporting spaces) for both their physical and mental wellbeing, and that as a vulnerable resource, they want to preserve precious drinking water for drinking use.

Figure 6: Options for using excess stormwater (Q1)



However, education about treated stormwater is likely to increase support for using it to top up reservoirs.

When first polled, Deep Dive participants largely mirrored the sentiment of survey respondents, prioritising the watering of public spaces and parks for the use of treated stormwater.

After participants viewed an educational video (see screenshot in [Appendix 4](#)) produced by MW and GWW about treated stormwater and Sunbury’s needs, topping up local reservoirs became the first priority for participants, and use for public spaces decreased to fifth.

When asked whether the Deep Dives changed anyone’s mind about the use of treated stormwater, many participants noted increasing the priority of using stormwater to top up reservoirs after some education. Some examples of what participants described include:

“Parks and street trees were originally voted highly. The science-backed (and location-specific) video seemed credible enough to sway my opinion.”

“Yes. I definitely [elevated my ranking of how I] placed treated stormwater into the reservoirs to increase available drinking water.”

“I learnt that the most efficient use of stormwater for the future appears to be treating the water and re-using it for drinking water.”

“The video was educational and influential on my thinking about the future use of ‘treated water’.”

Figure 7: Deep Dive ranking changes after educational material

	Survey	Pre-video	Post-video	Impact of video
Agriculture	4	4	4	0
Industrial use	7	7	3	4
Public spaces	1	1	5	-4
Domestic non-drinking	2	6	6	0
Local waterways	3	2	2	0
Street trees	6	5	7	-2
Drinking water	5	3	1	2

People want to prevent their waterways from ‘drying up’ in dry periods, but there is a low understanding of environmental flows.

When Deep Dive participants were asked why using stormwater for environmental flows was the third preference for survey respondents, the number one reason given was that local community members don’t like to see their local waterways ‘dry up’ during dry periods. Many participants expressed concern for the aquatic flora and fauna that live in and along their waterways and suggested that a constant flow of water into the waterways would protect them from dry periods.

Participants also expressed a desire to prevent stormwater from entering straight into waterways without an intervention, like treatment, due to concern about road run-off and other contaminants impacting waterway health.

Deep Dive participants were also asked to offer a definition or description of an environmental flow.

Many participants declined to answer, acknowledging that they don’t have a good understanding of environmental flows. The most common answer offered was that environmental flows are the ‘natural’, ‘seasonal’ flows of the creeks or waterways.

Other definitions or descriptions given by participants included:

- The amount of water that goes through a creek to make it healthy
- The amount of water in the waterway before water is taken out for various uses, creating a deficit
- If Melbourne Water deems that one particular area is in need of water, then it allows water to be put there to preserve the environment
- Rainwater that flows into dams or reservoirs
- An assessment is made of how much water is required for a waterway throughout the season, and what quality is needed.

Below are example comments given by Deep Dive participants on the subject of preventing their local waterways from becoming too dry, and protecting their local aquatic fauna and flora.

"I initially thought of a year ago, during summer, down at the Emu Bottom Dog Park. During winter, it's always full, but during summer, it literally just disappears. And I just couldn't imagine how that ecosystem thrives, especially aquatic wildlife as well. I don't know what happens, but I could only imagine. And so that's what comes to mind, just because the difference between summer and winter in the waterways is so stark in terms of the water."

"People care about where they live, and so they want the environment to be maintained. They want it to flourish, so if it's safe to do so, I think it would be a good use of the stormwater to go in there. I think Harper Creek dries up because it's quite a small creek, and there are certain days that it looks like there is hardly any water in there, and then other days it's going to be overflowing with all this rain. With the wildlife again, I think people are wanting water put back, and if the stormwater is going to do that and make things flourish, it's a positive."

"The droughts around here in a hot summer can be pretty stark. It's going to get worse as time goes on. I do know what environmental flows mean. It's essentially trying to maintain sufficient flows to keep the aquatic ecosystem alive, so it's essentially holding the water up and then releasing it when it's appropriate. I believe there's a number of ways you can do that sort of thing, but it's relating to the pressure on the waterways. Here in summers, you see the [lack of] flows. They just disappear. Not sure what the aquatic life use in those periods. Must be tough on the platypus."

"It's about the health of the waterways for the wildlife, the flora and fauna, and again, a pleasant, cooling environment for people to wander through, because it's gorgeous wandering through. And for future generations to have the same facilities that we've got."

"Waterways need the water in drier times, and if it's treated in the fact that it doesn't do harm to the environment and to platypuses and other things that are living in the creek, well, yes, that's where it needs to go. It needs to be kept alive for us and for the future."

Using recycled water to water public spaces and parks is also the most preferred option for this resource.

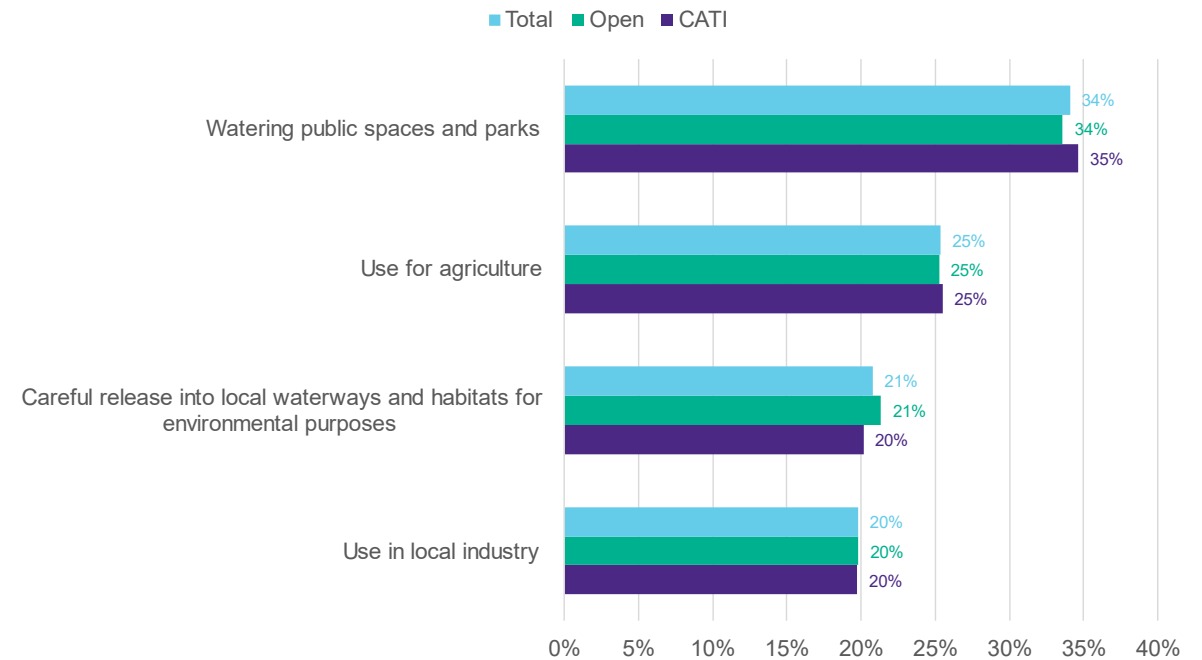
Rankings for the use of recycled water were broadly consistent between the CATI and Open surveys.

Survey respondents would prefer to use recycled water for watering public spaces and parks, or for agricultural use.

Survey respondents were equally supportive of using treated stormwater or recycled water for agricultural use.

Survey respondents were much more supportive of using treated stormwater for environmental flows than recycled water (see [slide 28](#) for more on this).

Figure 8: Options for using recycled water (Q3)



Sentiment is in favour of exploring recycled water as a non-potable resource for Sunbury.

Survey respondents were given the opportunity to provide extra input about water management in Sunbury through a free comment section. 25 respondents took the opportunity to provide feedback about using recycled water.

21 (84%) of these comments encouraged the use of recycled water in Sunbury, while three (12%) were neutral comments and one (4%) was not in favour of drinking recycled water but did not mention other uses. Of the 21 positive comments, one comment encouraged potable use.

Below are some examples of each sentiment type.

Positive		Neutral	Negative
Provided the recycled water is treated properly, there should be no reason NOT to use it as drinking water/household use.	Have a recycled water distribution network, and re-use the water to irrigate sportsfields etc.	Ensure treated storm water is able to be utilised at properties that have already been set up to use that water. We have lived in Diggers Rest for 7 years and our recycled water pipes are still supplied with fresh water because we don't receive any recycled water from the Melton plant.	Sunbury is getting a lot bigger and there is no dam, built to accommodate a burgeoning population. Drinking recycled water is not on for me.
We could encourage companies to be resource efficient and transparent with their water use, promoting the future use of recycled water where possible.	Setting up a separate system for recycled water to be used in the home for toilets and gardens.		
Recycled water plumbed to all new housing estates.	Increasing infrastructure to existing properties to allow use of recycled water for laundry/garden across more properties		

During the Deep Dives, several participants described touring water treatment plants in other parts of Australia and learning about recycled water, expressing that the knowledge of how it is treated and used made them feel comfortable with its use.

During each Deep Dive, it was suggested by participants that case studies from other locations such as Perth be used when educating the community about recycled water.

Treatment plant tours and educational roadshows were also suggested by participants as methods of education about recycled water.

Insight 3: Sentiment for using treated stormwater as drinking water

Insight 4: Considerations in the use of treated stormwater for drinking

Insight 1: Community priorities for future water management

Insight 2: Comfort comparison between recycled and stormwater uses

Insight 5: Sentiment for using stormwater / recycled water for agriculture or environmental flows



There is strong support for the use of treated stormwater as drinking water.

Support for drinking treated stormwater was slightly stronger amongst the Open survey respondents than the CATI survey respondents.

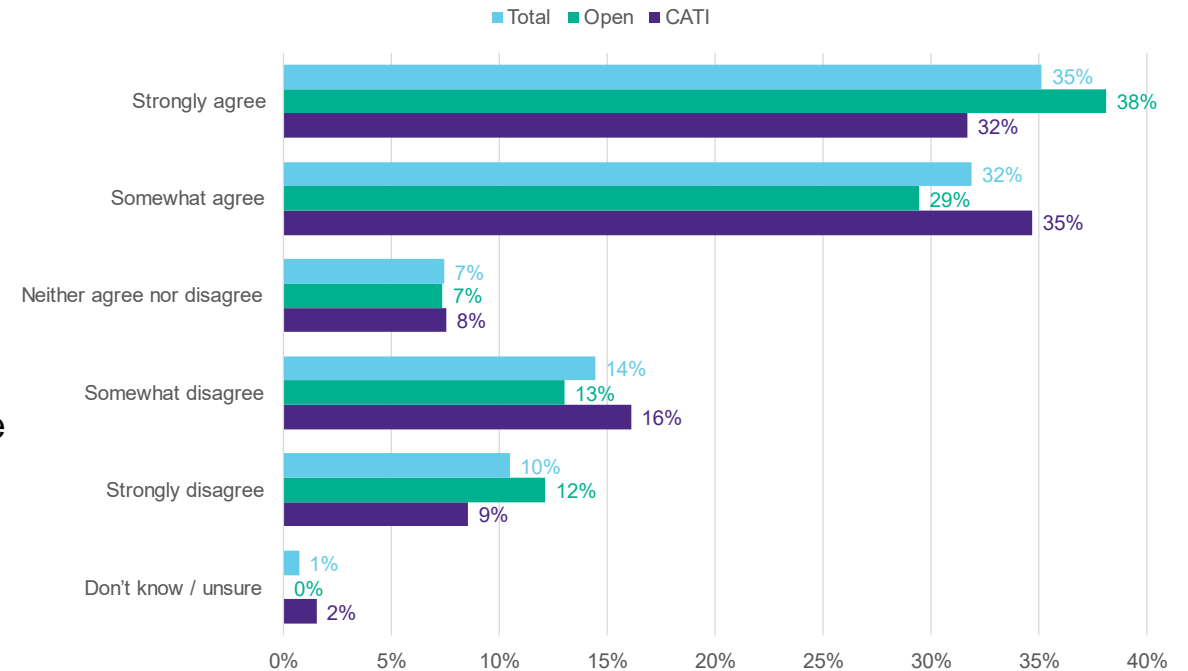
Approximately two-thirds of overall respondents are in some degree of agreeance with using treated stormwater for drinking, with 35% saying they “strongly agree”.

Of the Deep Dive participants, 84% said they would drink stormwater, while 92% said they would drink stormwater if it saved their local waterways.

Reasons given by Deep Dive participants who did NOT support the use of treated stormwater for drinking included:

- Needing more information, and assurance that they can trust the quality.
- Preferring to drink “natural” supplies and use stormwater for non-drinking purposes, “until we’re in a really desperate situation”.
- Concern that the cost of treatment and delivery of potable treated stormwater would be prohibitive.

Figure 9: The use of treated stormwater as drinking water (Q5)



Establishing a sustainable water system is a key motivator for those in strong agreement of drinking treated stormwater.

The three most influential factors for respondents strongly supporting the use of treated stormwater for drinking are shown in Figure 10.

Trust in water suppliers is slightly higher amongst Open survey respondents than CATI respondents.

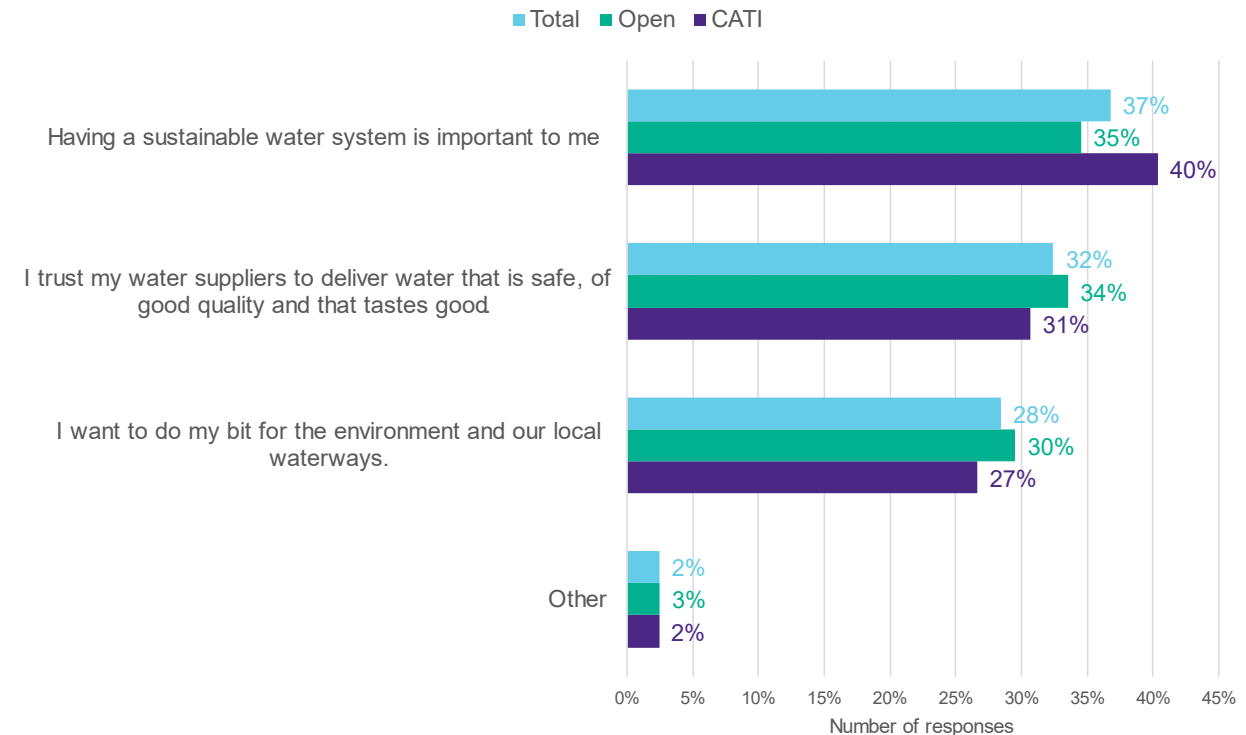
Below are some examples of comments offered by respondents in the free comment section:

“Better use of recycled and storm water is paramount to maintaining the environment. Any steps that reduce inappropriate excess water into the natural environment should be explored.”

“Speaking openly about climate change is something that community leaders should be encouraged to do, these new innovative water solutions are an obvious necessity for our country’s future.”

“A balance between water security and the environment is key to the success of the future of water management.”

Figure 10: Reasons for strongly agreeing with the use of treated stormwater as drinking water (Q6)



Concerns about drinking treated stormwater centre on potential health impacts.

Concern about potential negative health impacts of drinking treated stormwater was the strongest factor amongst survey respondents who did not support it.

Several respondents (3 survey, 3 Deep Dive) commented on contaminated soil being disposed of near Sunbury, expressing concern that the same contaminants would make their way into the stormwater being re-purposed for drinking or being released into local waterways.

Deep Dive participants were asked to suggest reasons for why people might worry about potential health impacts of drinking treated stormwater, with the most common answers being:



Community members see stormwater drains become polluted with rubbish or other contaminants, but don't see the treatment process.



There might be concern about what chemicals are added to stormwater to make it potable, that will be subsequently consumed by the community.



There might be concern about chemical contaminants running off the bitumen roads.



There may be a risk of gastric infections.

Education will be the most effective way of changing peoples' minds about drinking treated stormwater.

No matter the level of sentiment about drinking treated stormwater, there was strong interest in being provided with additional information. In particular, survey respondents not in “strong agreement” with drinking treated stormwater said they want to know more.

Figure 11: Factors influencing those not in “strong agreement” with drinking treated stormwater (Q7)

Total - Count of responses							
	Other	Will taste bad	Increased water bill	Negative health impacts	Want to know more first	Trust water suppliers	Environment
Don't know / unsure	0	0	0	2	2	2	0
Strongly disagree	8	8	10	32	25	0	0
Somewhat disagree	3	11	13	42	41	18	16
Neither agree nor disagree	1	2	10	11	25	10	14
Somewhat agree	6	6	33	44	82	67	79
Strongly agree	0	0	0	0	0	0	0

While support for drinking treated stormwater was very strong among Deep Dive participants, a desire for more information, or education, was the number one piece of feedback provided by participants during each session.

Participants felt strongly that establishing a potable stormwater system would not be successful without comprehensive community education. There were common reasons among participants for why education is important:

- Alleviate concerns about potential health impacts
- Familiarise people with the treatment process and what goes into their water
- Demonstrate the consistency and quality of the water, including taste.

Several participants also noted that they would like to understand the source of where information is coming from. Feedback on the Deep Dive educational video was that it would be more credible if it was clear where the information was sourced.

Participants suggested that an independent, third party with high credibility be part of educating the community about the treated stormwater process (e.g. an organisation that is separate from their water provider), such as a government department or science body.

Insight 5: Sentiment for using stormwater / recycled water for agriculture or environmental flows

Insight 1: Community priorities for future water management

Insight 2: Comfort comparison between recycled and stormwater uses

Insight 3: Sentiment for using treated stormwater as drinking water

Insight 4: Considerations in the use of treated stormwater for drinking



There is strong support for agricultural use of both treated stormwater and recycled water.

There was consistent sentiment for the use of treated stormwater and recycled water, with strong agreement from nearly two-thirds of respondents. There was similar overall support among CATI and Open respondents.

Figure 12: Use of treated stormwater for agriculture (Q8a)

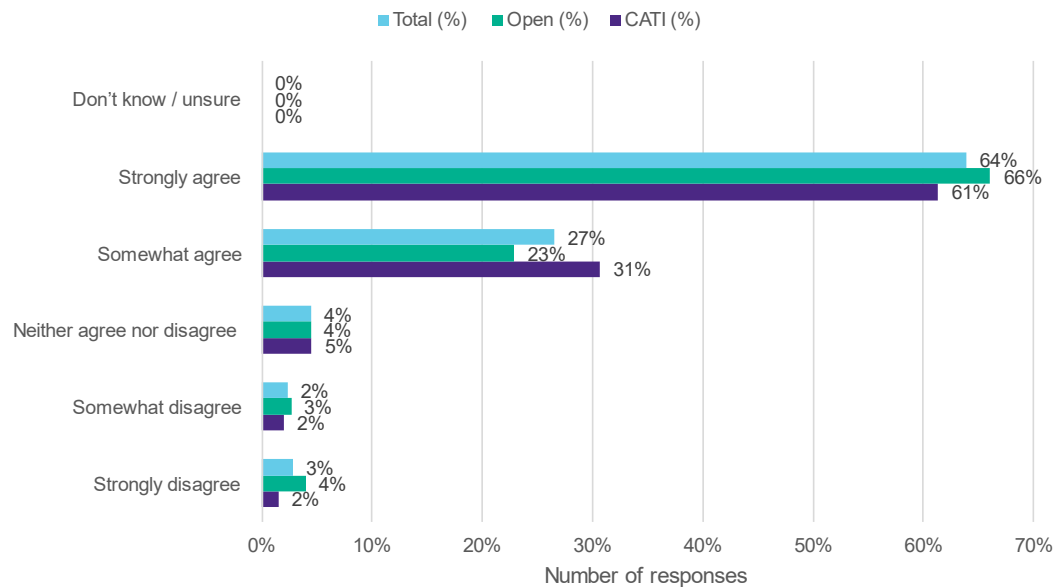
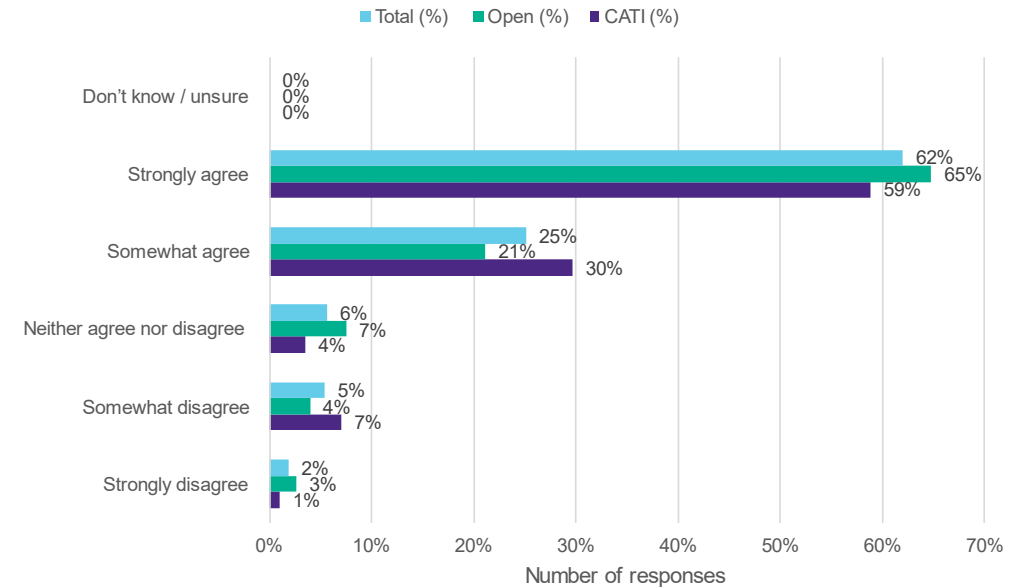
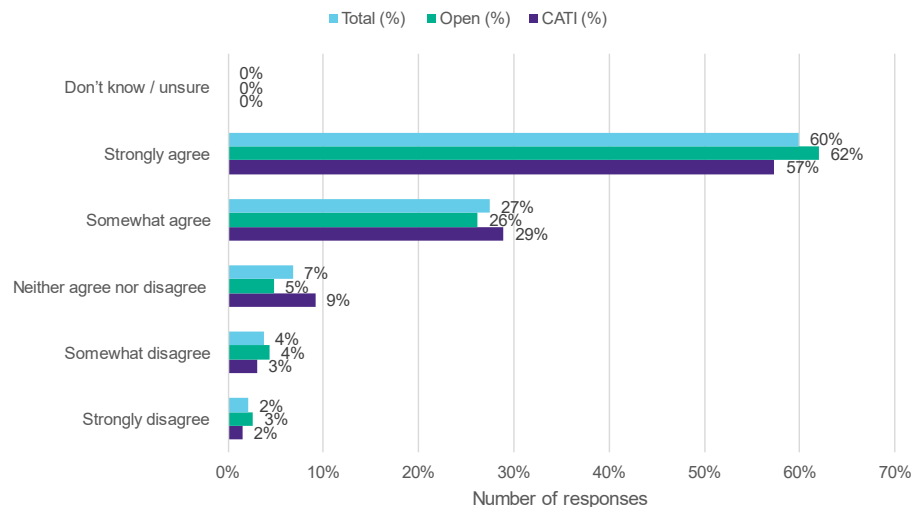


Figure 13: Use of recycled water for agriculture (Q8b)



There is less support for using recycled water for environmental flows than for agriculture.

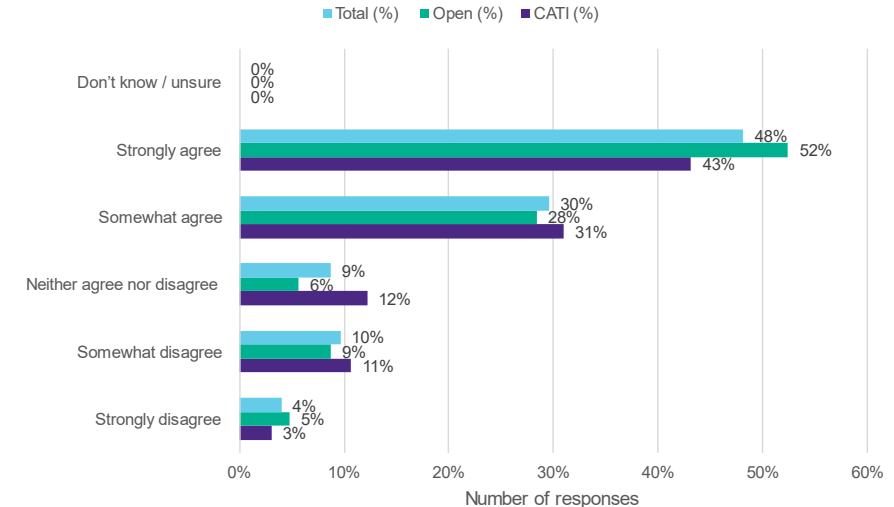
Figure 14: Use of treated stormwater for environmental flows (Q9a)



Sentiment was consistent for using treated stormwater for agriculture or environmental flows.

There were similar levels of support across the CATI and Open survey respondents.

Figure 15: Use of recycled water for environmental flows (Q9b)



There is strong support for the use of recycled water for environmental flows.

However, support for environmental flows is noticeably weaker than for agricultural use.

Support is also weaker than support for treated stormwater.

More community knowledge about recycled water is required for people to support adding it to local waterways.

Deep Dive participants were asked to suggest reasons for why there was noticeably less support for using recycled water for environmental flows, or waterway health.

- Overwhelmingly, participants agreed that it is likely due to a lack of understanding about what recycled water is, what the treatment involves, and how suitable it would be for their local waterways and aquatic life.
- Several participants also suggested that there is a low level of trust in the treatment process.
- Some participants suggested that stormwater is perceived to be more natural and healthier for the waterway ecosystems.

Below are some examples of comments made by participants on this subject.

"I think it comes back to recycled. It's the fear of what's happened to the recycled water and where it's come from originally. Where stormwater sort of has that image of it's just running off. And there's been a huge downpour, like we had last night, and it's just run off, and it's ended up nicely in a little river. But the recycled water must have been in all sorts of horrible pipes, and it's had lots of horrible things happen to it. That might be the perception why people went for stormwater rather than recycled water."

"It's just the perception of what people think the words mean and less likelihood of the stormwater having some issues versus the recycled, when the reality is it's not different, in my mind."

"We're just not well enough educated. We don't understand the water and the different treatments. So yeah, we need to learn more."

"I think what the other people have been saying, that we have a perception that pollutants that go in with stormwater are kind of natural pollutants or cow manure or whatever else and they're part of the environment, so to speak, whereas when you put something through a treatment plant where you add chlorine or chemicals and things like that to clean it up, then there's a perception then that you're putting chemicals into our pristine waterways."



This project was conducted on behalf of Melbourne Water and Greater Western Water.

Thank you for doing your bit to support Sunbury's water future.

To find out more, please visit <https://yoursay.melbournewater.com.au/Sunburys-Water-Future>.

Appendix

1. Community Panel Report
2. CATI soft quota achievements
3. D&I aspects of survey sample
4. Screenshot of Deep Dive video
5. Survey questions
6. Deep Dive run sheet

This project was also supported by the following items not attached to this document:

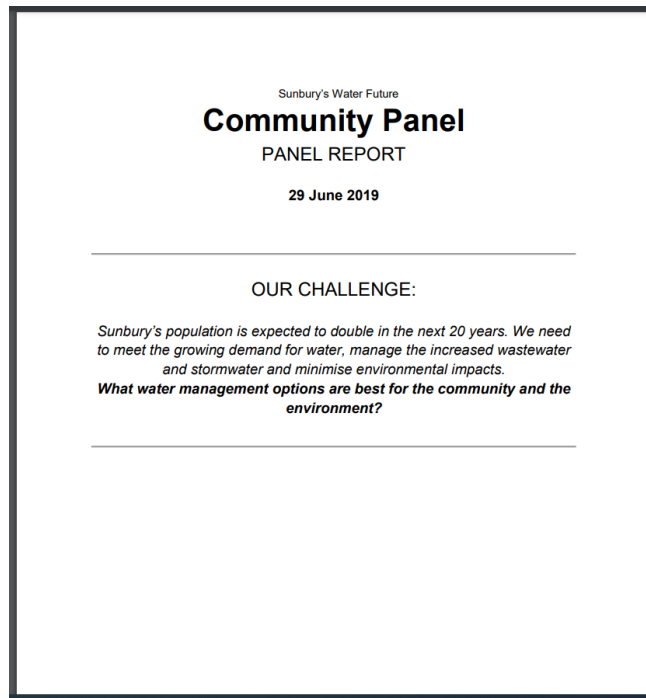
- Working group meetings and agendas
- Stakeholder communications pack
- Animation and video
- Steering Group presentations
- Social media, email, and website content



Appendix 1: Community Panel Report

Read the Community Panel Report [here](#).

This report was released on 29 June 2019 after comprehensive community engagement between October 2018 and June 2019.

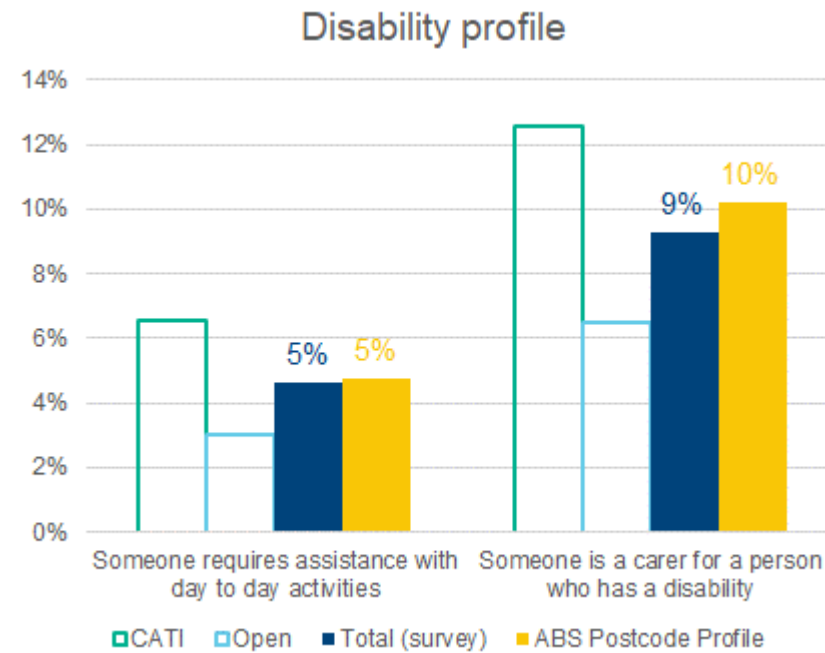
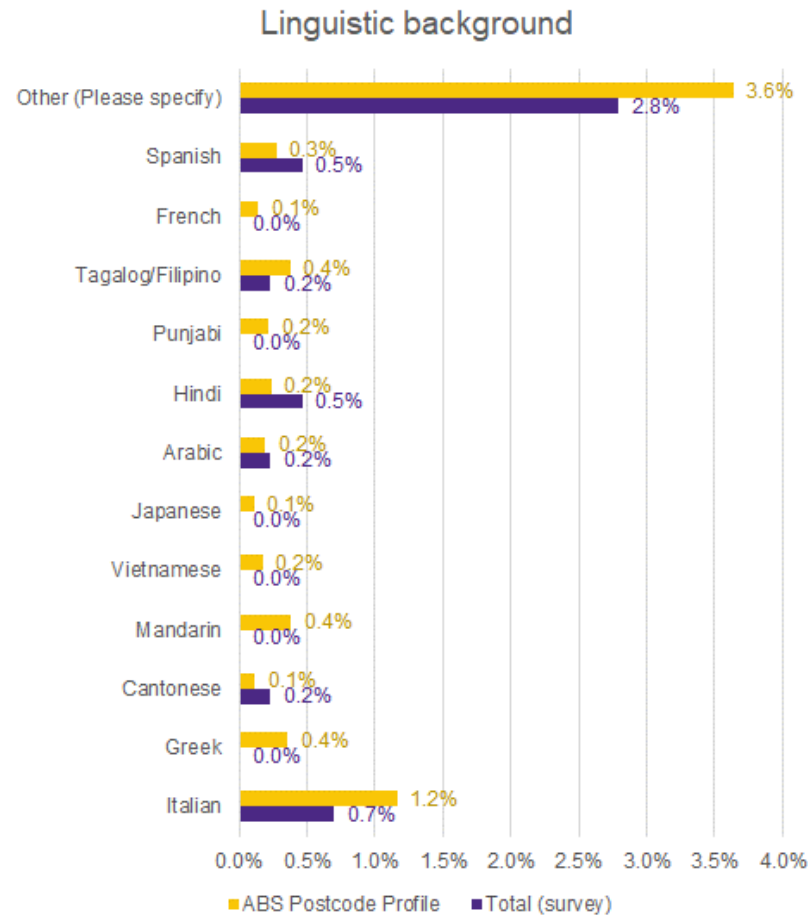


Appendix 2: CATI soft quota achievements

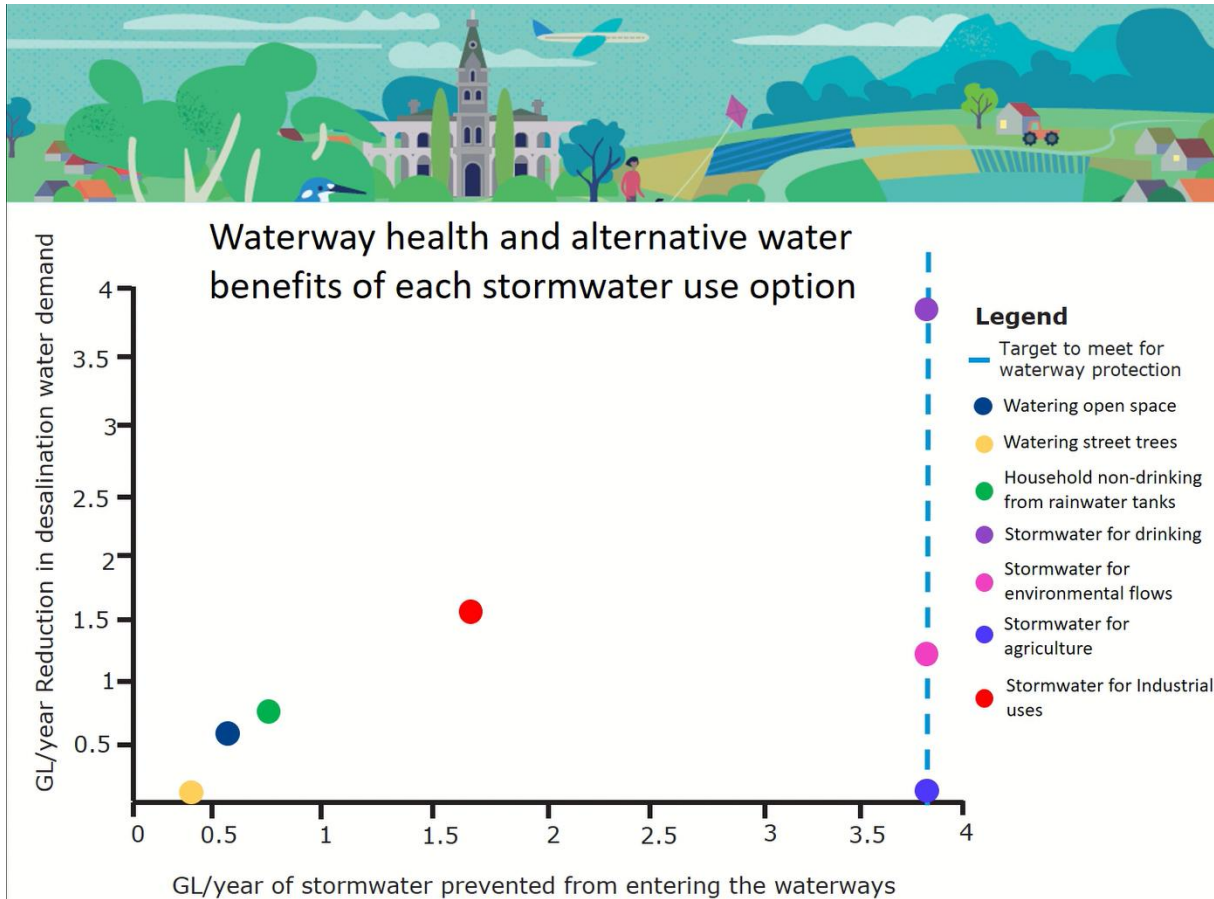
Respondent profile			
	CATI soft quota	CATI	Soft quota met?
Total number of responses		199	
Age			
Under 18 years		0%	
18-29 years	15%	8%	✗
30-49 years	25%	26%	✓
50-64 years	25%	35%	✓
Over 65 years	23%	32%	✓
Prefer not to say		0%	
Gender			
Male	40%	53%	✓
Female	40%	46%	✓
In another way		1%	
Prefer not to say		0%	

Note: Percentages expressed relative to total, excluding "not stated"

Appendix 3: D&I aspects of survey sample



Appendix 4: Screenshot of Deep Dive informational video



Appendix 5: Survey questions

SECTION A: STORMWATER [SECTION NAME NOT VISIBLE TO PARTICIPANTS]

The first few questions are about how we manage stormwater.

Stormwater is rainfall that runs off roofs, roads and other hard surfaces into gutters, drains, creeks and rivers, and eventually into the sea. Direct stormwater runoff from urban areas is damaging to waterways.

Stormwater can be captured and treated before it goes into waterways for us to use.

<ASK ALL>

- Q1** Considering the benefits described, which of the following options for using excess stormwater do you prefer?
Please allocate 10 points across the options to indicate your preferences. For example, you might allocate 6 points to an option you strongly prefer and 4 points across some others, or you might allocate 2 points to five options each because you prefer them equally. Not every priority needs to be allocated points.

Watering public spaces and parks with treated stormwater <i>Benefits: Avoids the need to use drinking water; green areas have a cooling effect; less stormwater goes to waterways</i>	1
Using infrastructure to divert stormwater to water street trees <i>Benefits: Less stormwater goes to waterways; green areas have a cooling effect</i>	2
Capturing rainwater in tanks for watering gardens and household <i>non-drinking</i> uses <i>Benefits: Avoids the need to use drinking water; less stormwater goes to waterways</i>	3

Treating stormwater to drinking water quality to top up local reservoirs <i>Benefits: Significantly less stormwater going to waterways – protecting waterbugs, fish and platypus from damaging surges; supports water security of local areas</i>	4
Storing treated stormwater and carefully releasing it into local waterways and other habitats to give water to the environment when it is needed <i>Benefits: Helps regulate water flow in waterways so plants and animals get the flow volumes they need.</i>	5
Using treated stormwater for agriculture <i>Benefits: Significantly less stormwater going to waterways – protecting things like waterbugs, fish and platypus from damaging surges; job creation; economic benefits; avoids the need to use other sources of water that are more scarce</i>	6
Using treated stormwater for local industrial uses e.g. dust suppression and construction works <i>Benefits: Avoids the need to use drinking water; Significantly less stormwater goes to waterways to protect things like waterbugs, fish and platypus from damaging surges.</i>	7

- Q2** Are there any other options that should be considered for using stormwater?

{TEXT}

OPEN RESPONSE TEXT	1
None / Don't know	99

Appendix 5: Survey questions continued

SECTION B: RECYCLED WATER [SECTION NAME NOT VISIBLE TO PARTICIPANTS]

The next few questions are about how we can use treated recycled water.

When wastewater goes through a treatment process, it becomes 'recycled water' that can be reused for other purposes. Recycled water can have different levels of treatment depending on what it is to be reused for. Recycled water is also released to waterways. High volume releases can be damaging to waterways.

Q3 Considering the benefits described, which of the following options for using appropriately treated recycled water do you prefer?
Again, please allocate 10 points across one or more options to indicate your preferences. Not every priority needs to be allocated points.

Watering public spaces and parks with treated recycled water <i>Benefits: Avoids the need to use drinking water; less recycled water goes to waterways; green areas have a cooling effect; helps drought-proof water supply</i>	1
Using treated recycled water for agriculture <i>Benefits: Significantly reduces recycled water going to waterways – protecting things like waterbugs, fish and platypus; helps drought-proof water-supply; contributes to jobs and production</i>	2
Storing treated recycled water and carefully releasing into local waterways and other habitat to give water to the environment when it is needed <i>Benefits: Helps regulate water flow in waterways to ensure plants and animals get the flow volumes they need; helps drought-proof water supply</i>	3
Using recycled water for local industrial uses e.g. dust suppression and construction works	4

<i>Benefit: Avoids the need to use drinking water; Significantly less recycled water goes to waterways to protect things like waterbugs, fish and platypus</i>	
--	--

Q4 Are there any other options that should be considered for using recycled water?

{TEXT}

OPEN RESPONSE TEXT	1
None / Don't know	99

Appendix 5: Survey questions continued

SECTION C: ACCEPTABILITY FOR DRINKING WATER [SECTION NAME NOT VISIBLE TO PARTICIPANTS]

The next few questions are about some possible options that have the greatest impact on the challenges we're facing.

Q5 If stormwater was treated to the same quality as our drinking water, to what extent do you agree or disagree with it being used to top up local drinking water supply?

{SINGLE}

Strongly agree	1
Somewhat agree	2
Neither agree nor disagree	3
Somewhat disagree	4
Strongly disagree	5
Don't know / unsure	6

ASK IF Q5=1

Q6 Please tell us why you strongly agree about this way of using treated stormwater? Please select any of the following that influenced your response.

RANDOMISE EXCEPT 'OTHER' – ANCHOR LAST

I want to do my bit for the environment and our local waterways.	1
I trust my water suppliers to deliver water that is safe, of good quality and that tastes good.	2
Having a sustainable water system is important to me	3
Other (please specify) OPEN RESPONSE TEXT	4

ASK IF Q5=2-6

Q7 Please tell us why you answered [\[INSERT RESPONSE FROM Q5\]](#) about using treated stormwater. Please choose up to three things that influenced your response. You can choose less than 3 options if you wish.

{PICK UP TO 3}

RANDOMISE EXCEPT 'OTHER' – ANCHOR LAST

I want to do my bit for the environment and our local waterways. <SHOW IF Q5=2 OR 3 OR 4 OR 6>	1
I trust my water suppliers to deliver water that is safe, of good quality and that tastes good. <SHOW IF Q5=2 OR 3 OR 4 OR 6>	2
I want to know more about the treatment process before I trust it. <SHOW IF Q5=2-6>	3
I am concerned about negative health impacts. <SHOW IF Q5=2-6>	4
I am concerned new innovations could increase my water bill. <SHOW IF Q5=2-6>	5
I think it will taste bad. <SHOW IF Q5=2-6>	6
Other (Please specify) OPEN RESPONSE TEXT <SHOW ALL>	7

SECTION D: ACCEPTABILITY FOR AGRICULTURAL USE [SECTION NAME NOT VISIBLE TO PARTICIPANTS]

Q8 Using treated **stormwater** and / or **treated recycled** water for agriculture helps increase access to and reliability of water supply for farmers (especially when this is threatened by climate change). This contributes to jobs and food production. Recycled water is a drought-proof water supply.

If these sources of water were appropriately treated, how much do you agree or disagree with using these for agriculture?

{SINGLE RESPONSE PER ROW}

	Strongly agree	Somewhat agree	Neither agree not disagree	Somewhat disagree	Strongly disagree	Don't know / unsure
Treated stormwater	1	2	3	4	5	99
Treated recycled water	1	2	3	4	5	99

Appendix 5: Survey questions continued

SECTION E: ACCEPTABILITY FOR ENVIRONMENTAL FLOWS [SECTION NAME NOT VISIBLE TO PARTICIPANTS]

Q9 To what extent do you agree or disagree with appropriately treated stormwater and/or treated recycled water being stored and then released, in a controlled way, into local waterways to benefit things like waterbugs, fish and platypus?

{SINGLE RESPONSE PER ROW}

	Strongly agree	Somewhat agree	Neither agree not disagree	Somewhat disagree	Strongly disagree	Don't know / unsure
Treated stormwater	1	2	3	4	5	99
Treated recycled water	1	2	3	4	5	99

SECTION F: DEMOGRAPHICS [SECTION NAME NOT VISIBLE TO PARTICIPANTS]

Finally, we have a few questions to understand a bit about the people participating in this survey.

Q10 What is your age?

{SINGLE}

Under 18 years	1
18-29 years	2
30-49 years	3
50-64 years	4
Over 65 years	5
Prefer not to say	99

Q11 Which of the following describes how you think of yourself?

{SINGLE}

Male	1
Female	2
In another way	3
Prefer not to say	99

Q12 Do you speak any languages other than English at home?

{MULTIPLE EXCEPT 01 AND 99}

No, English only [SINGLE, EXCLUSIVE]	1
Yes, Italian	2
Yes, Greek	3
Yes, Cantonese	4
Yes, Mandarin	5
Yes, Vietnamese	6
Yes, Japanese	7
Yes, Arabic	8
Yes, Hindi	9
Yes, Punjabi	10
Yes, Tagalog/Filipino	11
Yes, French	12
Yes, Spanish	13
Yes, Other (Please specify) OPEN RESPONSE TEXT	14
Prefer not to say	99

Q13 What is your approximate household income?

{SINGLE RESPONSE}

Less than \$500 / week (less than \$26,000 / year)	1
\$500 - \$999 / week (\$26,000 - \$51,999 / year)	2
\$1,000 - \$1,749 / week (\$52,000 - \$90,999 / year)	3
\$1,750 - \$2,999 / week (\$91,000 - \$155,999 / year)	4
\$3,000 or more / week (\$156,000 or more / year)	5
Prefer not to say	99

Q14 Do any of the following apply to people in your household? Please select all that apply.

Someone has a disability	1
Someone has a condition (including old age) that means they need assistance with day to day activities	2
Someone is a carer for a person who has a disability, mental illness, drug or alcohol dependency, chronic condition, dementia, terminal or serious illness, or who needs care due to ageing	3
None of the above [EXCLUSIVE]	4

SECTION G: INTEREST & DETAILS FOR SUBSEQUENT RESEARCH [SECTION NAME NOT VISIBLE TO PARTICIPANTS]

Q15 Greater Western Water and Melbourne Water are hosting additional conversations with a selection of people who have taken part in this survey and are interested in your thoughts. This will be an online meeting of approximately two hours at a convenient time in mid-November. The purpose is to further understand your opinions on topics explored in this survey that will ultimately, contribute to future water management options. Those taking part will be provided with a \$50 voucher card.

Would you be potentially interested in taking part and us passing on your responses and contact details to Melbourne Water and Greater Western Water?

{SINGLE RESPONSE}

Yes	1
No	2

<IF Q15=1, OTHERWISE CLOSE SCREEN>

Q16 Could you please provide details we can contact you on to arrange the online meeting time?

{OPEN RESPONSE}

Name	1
Telephone number	2
Email address	3

psos to include standard QA research bona fides

CLOSE: This project was conducted on behalf of Melbourne Water and Greater Western Water, thank you for doing your bit to support Sunbury's water future.

To find out more, please visit <https://yoursay.melbournewater.com.au/Sunburys-Water-Future>

Appendix 6: Deep Dive run sheet

SWF DEEP DIVE SESSION RUNSHEET

Reference:	AU212001325
Focus group name:	Sunbury's Water Future Deep Dive Session
Focus group dates:	Wednesday 1 December 2021 – DD1 Thursday 2 December 2021 – DD2 Monday 6 December 2021 – DD3 Wednesday 8 December 2021 – DD4
Focus group location:	Online via Zoom
Focus group time:	6.00pm to 8.00pm
Team members:	Claire Jordan - RPS, Facilitator Laura Browning - RPS, Notetaker (Simon Ho - RPS, Data Capture)

SWF Deep Dive purpose

The purpose of the Deep Dive session is to conduct a facilitated conversation and collect feedback from randomly selected participants to understand:

- Community perceptions regarding waterway health, water supply and usage
- Community perceptions about changing water usage, mainly their feelings about using stormwater for drinking water
- Test if initial perceptions regarding potential water usage have altered from when the session began (after viewing a pre-recorded information video)
- Understand what information / messages might change people's perceptions

Time	Session	Activity	Key Insight	Content	Speaker	Resources
5:30pm	Bump-in	Tech check		Ensure technology is working	N/A	Zoom link
6:00pm (5 mins)	Informal welcome		N/A	<ul style="list-style-type: none"> • Welcome participants as they enter the virtual meeting • Allow 5 minutes for 12 participants to arrive 	Claire Jordan	
6:05pm (5 mins)	Formal welcome	Formal welcome, introduction and ground rules	N/A	<ul style="list-style-type: none"> • Welcome and thank everyone for attending tonight's session • Acknowledgement of Country - I begin today by acknowledging the Traditional Custodians of the land on which we meet today and pay my respects to their Elders past and present. I extend that respect to Aboriginal and Torres Strait Islander peoples here today. • Why we are here and the purpose of the meeting: You recently took part in a survey asking you about water management in the Sunbury area and its surrounds. You each expressed an interest in being involved in a conversation to further explore some of the ideas raised in the survey. As a result, the boards and leadership teams at Melbourne Water and Greater Western Water are keen to hear your thoughts around water management in your local area. They'd like us to explore with you, community views on different ways to manage water resources amidst the challenges of: <ul style="list-style-type: none"> – A growing population – Water-stressed rivers and waterways – Climate change – Providing sustainable affordable water services to the community <p>We are recording the session today to help us capture views expressed in a report. The recording may also be shared with some of the project team at MW and GWW as they are really interested to hear this important feedback from their local community.</p>	Claire Jordan	Agenda

Appendix 6: Deep Dive run sheet continued

Time	Session	Activity	Key Insight	Content	Speaker	Resources
				<ul style="list-style-type: none"> • <i>Does anyone have any concerns about this video being shared internally at MW / GWW?</i> • Ground rules: <ul style="list-style-type: none"> – Phones on silent – you can use them for a couple of votes later if you prefer that to doing it on your computer – Actively participate – there is no right or wrong answer, it is just a conversation to understand your perspective and views – Listen with curiosity – there is no expectation you will all agree or share the same views, it's about listening to each other and feeling comfortable to express your own opinions without judgment – Only one person talking at a time (please be on mute unless invited to speak) • Facilitator's role - ensure we cover everything we need to cover and that everyone here is comfortable, feels respected and can participate equally, and manage the limitations of the online meeting platform so that we get the most out of our time together. • So once again, welcome everyone and let's get started. • Remember, we really want to explore more about what we heard from you and why you feel that way. 		
6:10pm (10 mins)	Waterway usage and health – how does the community use local waterways, and do they understand and care about waterway health?	Plenary	SECTION 1 Value of waterway health to participants	WATERWAY USAGE AND HEALTH Icebreaker and start of data capture - invite each participant to introduce themselves (first name only) and share: <ol style="list-style-type: none"> 1. What is your favourite local waterway and why? (D1.1) 2. Is it important to you that local waterways are healthy? (D1.2a) <ul style="list-style-type: none"> – If so, why? (D1.2b) – If not, why not? (D1.2c) 	Claire Jordan / DD participants	Answers captured in Zoom chat

Time	Session	Activity	Key Insight	Content	Speaker	Resources
				<i>Outcomes are captured throughout.</i>		
6:20pm (5 mins)	Stormwater usage preferences	Vote	SECTION 2 Re-test of Q1 in survey to see if preferences for use of stormwater align with DD group?	Pre-video vote: (D2.1) <ul style="list-style-type: none"> • In the survey, we asked you to rank 7 options in order of importance. We'd like you to rank the following 7 options once again for use of excess stormwater to help Sunbury and its surrounds (number 1 being your most preferred option and number 7 being your least preferred): <ul style="list-style-type: none"> o Public spaces and parks o Street trees (not treated) o Rainwater in tanks for gardens and home use (non-drinking / not treated) o Top up reservoirs for drinking water o Storing and releasing into local waterways o Agriculture o Local industrial use 	Claire Jordan / Laura Brown / DD participants	Zoom chat / Slido / Menti TBC / Notebook / OneNote
6:25pm (15 mins)	Stormwater usage - what's most important to the community and why? What's least important and why?	Plenary	SECTION 3 Community priorities for future water management, based on benefits – qualitative PUBLIC SPACES AND PRIVATE GARDENS	STORMWATER USAGE Firstly, to ensure we all understand the terminology used during our discussion tonight: STORMWATER is defined as "rainfall that runs off roofs, roads and other hard surfaces into gutters, drains, creeks and rivers, and eventually into the sea." WASTEWATER is "water that's been used in the home, in a business or an industrial process which is captured in different pipes to stormwater. In the Sunbury region, wastewater is transported to the Sunbury Recycled Water Plant." RECYCLED WATER is defined as "when wastewater goes through a treatment process, it becomes 'recycled water' that can be reused for other purposes. Recycled water can have different levels of treatment depending on what it is to be reused for. Recycled water is also released into waterways."	Claire Jordan	Notebook / One note / PowerPoint slides showing results

Appendix 6: Deep Dive run sheet continued

Time	Session	Activity	Key Insight	Content	Speaker	Resources	Time	Session	Activity	Key Insight	Content	Speaker	Resources
				<p>In the survey ... we asked you about your preferences for using excess treated stormwater.</p> <p>High-ranking preferences: Participants told us their most preferred options for using excess treated stormwater to maintain supply within Sunbury and its surrounds are:</p> <ul style="list-style-type: none"> Watering public spaces and parks with treated stormwater Capturing rainwater in tanks for watering gardens and household <i>non-drinking</i> uses <p>I'd like to spend some time with you now exploring why you think your community considered these outcomes as being their preferred ones.</p> <ul style="list-style-type: none"> Why do you think watering public spaces and parks and watering gardens at home were the most preferred options for making use of excess stormwater? (D3.1) <p>AIM:</p> <ul style="list-style-type: none"> Try and tease out if they are taking a community first approach over a regional approach based on what they best understand (e.g parks and gardens v agriculture or industry). <p>Participants told us that another preferred option for using excess treated stormwater to maintain supply within Sunbury and its surrounds was:</p> <ul style="list-style-type: none"> Storing treated stormwater and carefully releasing it into local waterways and other habitats to give water to the environment when it is needed 							<p>Exploring that preference further:</p> <ul style="list-style-type: none"> Why do you think this rated highly? (D3.2) <p>AIM:</p> <ul style="list-style-type: none"> See if environmental flows are important to them and if not, why did this rate so highly? <p>Seek feedback and probe, identify similarities and differences across the group.</p>		
			SECTION 3 ENVIRONMENTAL FLOWS				6:40pm (25 mins)	Stormwater for drinking – how important is consideration of the health of local waterways for people to drink treated stormwater?	Plenary	<p>SECTION 4 The considerations that are most important to the community when exploring the use of treated stormwater for drinking – qualitative</p> <p>Barriers to using stormwater for drinking</p> <p>Resistance/comfort levels for using treated stormwater for drinking water (when considering waterway health) - qualitative</p> <p>Testing survey Q1 and Q8 anomaly re.</p>	<p>STORMWATER FOR DRINKING One of the survey questions asked <u>if stormwater was treated to the same quality as drinking water, what extent did participants agree or disagree with it being used to top up local drinking water supply in reservoirs?</u></p> <p>The survey revealed that about a quarter of participants were hesitant or disagreed with drinking treated stormwater.</p> <ul style="list-style-type: none"> Do you support drinking treated stormwater? (raise of hands) (D4.1a) Why do you think some people disagree/d with drinking stormwater? (either in the group or in the survey) (D4.1b) What do you think might change your / their mind? (D4.1c) <p>About a quarter of survey participants who were hesitant about using treated stormwater for drinking wanted to know more before deciding if they would drink it.</p> <ul style="list-style-type: none"> What do you think they would need to know to overcome their hesitancy and 'strongly agree' with using treated stormwater for drinking? (D4.2) 	Claire Jordan	Notebook / OneNote / PowerPoint slides showing results

Appendix 6: Deep Dive run sheet continued

Time	Session	Activity	Key Insight	Content	Speaker	Resources	Time	Session	Activity	Key Insight	Content	Speaker	Resources
			support for drinking treated stormwater	<p>About a fifth of survey participants who were hesitant about using treated stormwater for drinking were concerned about negative health impacts.</p> <ul style="list-style-type: none"> What health impacts do you think they were particularly concerned about? (D4.3a) What information do you think would help reduce their concern? (D4.3b) <p>Earlier, you said the health of your local waterways was important to you.</p> <ul style="list-style-type: none"> If drinking treated stormwater meant saving your local waterways, is there anyone who still wouldn't be prepared to do it? (D4.4a) <p><u>Probing questions:</u></p> <ul style="list-style-type: none"> Why not? (D4.4b) What would it take to change your mind? (D4.4c) 							<ul style="list-style-type: none"> Why do you think there might have been a difference here? (D5.1a) Anything else anyone wants to raise here? (D5.1b) 		
							[*7.15pm] (10 mins)	Unexpected survey results	Watch video	Testing survey results Q1 v Q8 re. support for drinking treated stormwater	<p>SHORT PRE-RECORDED PRESENTATION – 10 MINS</p> <p>The video will deliver information regarding use of stormwater for drinking, agriculture and e-flows, including the benefits plus the trade-offs.</p>	Video played	Notebook / OneNote
							7.25pm (30 mins)	Unexpected survey results – re-rank of survey Q1	Vote and plenary	<p>SECTION 6</p> <p>Has further information changed the way participants rank preferences for use of stormwater?</p>	<p><u>Post-video vote:</u> (D6.1)</p> <ul style="list-style-type: none"> In the survey, we asked you to rank 7 options in order of importance. Following what you've just heard, we'd like you to rank the following 7 options again for use of excess stormwater to help Sunbury and its surrounds: <ul style="list-style-type: none"> Public spaces and parks Street trees (not treated) Rainwater in tanks for gardens and home use (non-drinking / not treated) Top up reservoirs for drinking water Storing and releasing into local waterways Agriculture Local industrial use Explore any changes people made in their rankings from earlier on in the Deep Dive session – WHAT has changed and WHY? – Slido (TBC) used here to show how the group voted earlier in the DD If it's the case, what information led people to change their rankings? (D6.2a) What further information would you require to change your mind about drinking treated stormwater? (D6.2b) <p><u>Probing question:</u> (if raised, explore recycled water for drinking and how participants feel about that)</p>	Claire Jordan / Laura Brown	Zoom chat / Slido / Menti TBC / Notebook / OneNote
7:05pm (10 mins)	Recycled water use – how do people feel about using recycled water for drinking?	Plenary	<p>SECTION 5</p> <p>RECYCLED WATER</p> <p>In the survey, we asked you how you felt about using treated recycled water (from wastewater supplies) for use in agriculture to assist farmers with food production and create jobs.</p> <p>Perceptions of using recycled water for waterway health</p> <p>We also asked you how you felt about using treated recycled water for release into waterways to help with aquatic animals and plants.</p> <p>Barriers to using recycled water for waterway health</p> <p>There was support for using both stormwater and recycled water for both agriculture and environmental flows (waterway health). However, there was noticeably less support for using recycled water to improve environmental flows / waterway health.</p> <p>Potential for group to explore recycled water for other uses</p>		Claire Jordan	Notebook / OneNote							

Appendix 6: Deep Dive run sheet continued

Time	Session	Activity	Key Insight	Content	Speaker	Resources
7.55pm (5 mins)	Next steps and session close	Address		<ul style="list-style-type: none"> Quick summary of session Process feedback form – online form – post link into the chat function for participants to complete (e.g. <i>Did you feel you were listened to? Did you find the session valuable? Do you have any suggestions to improve the way the workshop was run? Have you learned anything? If so, what did you learn? Is there anything you changed your mind on because of what you heard in the DD? If so, what? Please let us know if there are any other areas of concern you have regarding Sunbury's Water Future.</i>) Discuss next steps and where further information can be found – post link into the chat function – and opportunity to register for SWF IWM project updates Confirm that e-gift card will be emailed to them tomorrow by XXXX, keep an eye on your junk mail Any problems, please contact us on XXXXXX Thank you and session close 	Claire Jordan	Online feedback form Project website link
8.00pm (15 mins)	Focus group debrief	Discussion		<ul style="list-style-type: none"> Collate all materials Project team discussion: <ul style="list-style-type: none"> What worked well and what do we need to do differently next time? Unexpected outcomes Actions needed to be taken and who is responsible Send email to participants tomorrow with details of attendees e-gift cards 	Claire Jordan / Laura Brown / Simon Ho	Laptop

Appendix 6: Deep Dive run sheet continued

Time	Session	Activity	Key Insight	Content	Speaker	Resources
7.55pm (5 mins)	Next steps and session close	Address		<ul style="list-style-type: none"> Quick summary of session Process feedback form – online form – post link into the chat function for participants to complete (e.g. <i>Did you feel you were listened to? Did you find the session valuable? Do you have any suggestions to improve the way the workshop was run? Have you learned anything? If so, what did you learn? Is there anything you changed your mind on because of what you heard in the DD? If so, what? Please let us know if there are any other areas of concern you have regarding Sunbury's Water Future.</i>) Discuss next steps and where further information can be found – post link into the chat function – and opportunity to register for SWF IWM project updates Confirm that e-gift card will be emailed to them tomorrow by XXXX, keep an eye on your junk mail Any problems, please contact us on XXXXXX Thank you and session close 	Claire Jordan	Online feedback form Project website link
8.00pm (15 mins)	Focus group debrief	Discussion		<ul style="list-style-type: none"> Collate all materials Project team discussion: <ul style="list-style-type: none"> What worked well and what do we need to do differently next time? Unexpected outcomes Actions needed to be taken and who is responsible Send email to participants tomorrow with details of attendees e-gift cards 	Claire Jordan / Laura Brown / Simon Ho	Laptop