

**Nuclear Fuel Cycle Engagement Strategy**

**A real conversation?**

There is no way to assure with 100% certainty that an event of significance won't occur in any area of life, yet public discussions often turn into simple debates between polarised opposites each possessing considerable certainty about the future. We need to have a different conversation.

\* \* \*

There are some downsides and some positives to having industries in the Nuclear Fuel Cycle located in South Australia. We don't benefit from having scare campaigns about either extreme: we need to give people a chance to discuss it and weigh up the balance of pros and cons before taking the discussion any further.

If a decision is carefully considered and based on the best, most trustworthy available information, then it is a good answer whether it is a decision to continue or end this policy conversation.

This report provides a structure for a considered conversation about the nuclear fuel cycle in South Australia at a large scale across the state.

## **1.0 Precip**

On May 6<sup>th</sup> 2016 South Australia's Nuclear Fuel Cycle Royal Commission will release its final report. The interim findings released in February point to the critical importance of genuine, broad community understanding for any decision taken in this area.

In preparation for the May release, The newDemocracy Foundation (nDF) – as the country's only non-partisan, non-issue aligned research foundation solely pursuing improvements in trust in public decision-making - has been asked to provide a 'gold standard' of what such an engagement in identifying an informed public view could look like.

From this baseline, the Department of Premier and Cabinet will lead the effort to operationally deliver such an engagement program from May to November 2016 using a combination of in-house skills and industry capabilities.

## **2.0 Who has Prepared this Engagement Design?**

To ensure the highest quality advice is being provided in unarguably one of the most contested and controversial topics of public policy, new Democracy's executive has canvassed an expert group of community engagement professionals from Australia and internationally.

Those who have reviewed and endorsed this plan are:

Prof. Lyn Carson, University of Sydney, Board member of newDemocracy

David Kahane, University of Alberta & Convenor, Alberta Climate Dialogue (ABCD)

Lucy Cole-Edelstein, Principal, Straight Talk Communications & Former Board member, IAP2

Kathy Jones, Chief Executive, KJA, Board member of newDemocracy

Mary Pat MacKinnon Vice President Hill + Knowlton Strategies Canada

Professor Peta Ashworth, Chair in Sustainable Energy Futures, University of Queensland

There is a skew to those outside South Australia to minimise the procurement challenges and conflicts that would arise from too many of those making the advice also seeking to win work from Government.

We would note at the outset that nDF is not a consultancy and will not contest government procurement, but for full disclosure, has authored this in the expectation of being accorded the oversight role to ensure the integrity of implementation. Any grants attached to that will of course be publicly disclosed.

### **3.0 Background**

South Australia has previously been a focus for proposals for a nuclear industry in Australia. The most recent instance led then-Premier Rann to explicitly rule this out within the State in 2006 following the release of the Switkowski Report. This report was commissioned by the Federal Government which had expressed a positive sentiment toward policy action and appointed an expert in the field publicly known to also be positively disposed.

Four of the five active uranium mines in Australia are located within the state. The multi-metallurgical ore Olympic Dam project proposed by BHP but cancelled in 2013 (for reasons unrelated to this policy area) includes the world's largest known deposit of uranium ore.

We are not inferring that the previous report was biased: we simply reflect that all sources have some point of view and we encourage critical thinking when assessing any information provided.

In the present day, the policy area was put back on the agenda by Premier Weatherill through the establishment of a Royal Commission led by former Governor of South Australia, Kevin Scarce. It was given Terms of Reference in March 2015.

For the purpose of this engagement design, the February 9<sup>th</sup> 2016 statement by Premier Weatherill is central:

*"I established the Royal Commission so that the Government and the community could be presented with a comprehensive set of facts in order to inform their position on the State's involvement in the nuclear fuel cycle..."*

*"On 6 May this year, the Commission will provide its final report to the Government...at that time the Government will decide on the next steps, and embark on the next stage of the discussion with the South Australian community..."*

In addition, these statements in the Royal Commission's Tentative Findings are also a focus of this document:

*"...community consent would be essential to the successful development of any nuclear fuel cycle activities".*

*And*

*"Any development would require sophisticated planning and consent-based decision-making, acknowledging the particular interests and experiences of regional, remote and Aboriginal communities."*

This background brings us to the present day. We aim to meet the Royal Commission's finding to identify whether consent exists, and ensure that specific acute interests are heard by a cross section of South Australian citizens as they decide whether any part of the nuclear fuel cycle has a place in South Australia's future. This review needs to be done before any discussion of specific developments can be made. We have no visibility on the Commission's findings or scope/ scale of the report at time of writing.

#### **4.0 Principles**

The following principles underpin the engagement strategy being suggested by newDemocracy and its advisors and align to the South Australian Government's 'Better Together' engagement principles:

1. **Information:** while the topic can be emotive, the conversations about the topic need to be grounded in facts. There may be emotive responses to those facts – and there is room for this and a place for this in the communities' conversations - but the conversation should return to a factual basis canvassed from diverse credible sources. What we are seeking to elicit are the points of most relevance to people and communities.

2. **It's the Community's Conversation, not Government's:** the Royal Commission and formal approval processes are government's way of inviting feedback. We will invert that and create structures which reflect how citizens want to discuss this.

3. **Success is Defined at the Outset:** many community engagement projects go through the motions then claim victory after the agency has ticked the boxes and gone through the mandatory list of steps (well, badly or indifferently). We strongly recommend criteria be outlined to broadly define social consent – and define it as being strongly linked to the findings of 350 everyday citizens who are informed by the feedback from the broad scale engagement (such as the kitchen table conversations). If people are going to dispute the definition or conditions for whether consent exists then it should be in the next few months, not December.

This is not about *getting* social consent. It's about *finding out whether it's there* because right now nobody knows.

4. **A Balance of Insisted and Invited Voices:** we need to ensure actively interested groups have a chance to contribute and make their case. However, rather than present a melange of disparate views to Government to make a (seemingly arbitrary – at least to the participants) decision on whether social consent exists, we will give that weighing task to a large group of randomly selected everyday South Australians who we invite to participate in a meaningful way across an extended period of time. For stakeholders (on all sides) who feel that the decision is pre-ordained, this should be a welcome change of approach.

5. **"People Like Me" Were Part of the Decision:** a citizens jury approach ensures that people feel that their values, interests and concerns were considered, even if they themselves didn't find the time to get more actively involved.

6. **Time:** this is a complex topic. If we don't give people enough time to go through the Royal Commission findings, seek out some answers, socialise it among themselves and just nut it out, then all we are testing is a reaction rather than a considered view. Given the complexity of the topic, that means that in the time available all we can reasonably seek to determine at this first step is some form of "on the basis of what you've read should we keep exploring this?"

## **5.0 Framing the Issue**

A fundamental criticism of all community engagement work is that *“someone has already framed the question which is being asked”*. The inference is that this shapes and controls the potential answers which can emerge.

To some extent this is always true and always unavoidable, so we note four critical points with regard to an approach which we expect most citizens will judge as reasonable:

### **A. The issue is the whole nuclear fuel cycle.**

To the extent that a motivator for government or community to make a decision in this area is climate change impact, a critic could argue *“So why can’t we discuss wind and solar instead? Why is the issue limited to nuclear?”*

It is important that government give reasons; these relate to the legitimate role of government in framing. All conversations and decisions need some boundaries and it is fair to acknowledge that the boundaries of this are sufficiently broad to have a genuine discussion.

### **B. The Conversation has Already Started**

In a controversial policy area such as this, those with strong opinions (from all perspectives and positions) will often call for a Royal Commission as a form of inquiry with the strongest powers and greatest visible independence from Government. We are fortunate that we inherit a situation where this first step has already been taken.

**The issue as it stands today is finding out what South Australians from all walks of life think about the Royal Commission’s findings.**

### **C. The Overarching Topic is the Future of South Australia**

We start from where we think many citizens would start when they see the issue in the newspaper: *“why are we having this conversation about nuclear?”*

The economic situation in South Australia has changed, and some once major industries are no longer employing people at the same rate. **We need to discuss the future of South Australia, and one part of this future could be a nuclear industry.** Another part of the future of South Australia is democratic innovation through the Reforming Democracy initiative so it makes sense to put the two things together to make this decision.

### **D. Government Shouldn’t Chase Your Consent – It Should Simply Work to Identify Whether They Have It.**

There is a strong sentiment that government does things *to* us, rather than *for* us – and that they ask questions only when they already have an answer they plan to implement.

This is a good thing – it reinforces that the wider community is highly capable of seeing through shallow claims they do not view as credible and of being involved in a complex decision without being swayed by bogus claims.

Aligned with this, we will outline here a way for the community to have its own conversation and report back to Government what they make of the Royal Commission’s findings. There is no communications task to persuade contained in this document: we simply take the neutral position of advocating the magnifying of attention on what the Royal Commission will find (which at the time of writing in mid-March is unknown bar the Tentative Findings released in February 2016).

## **6.0 Scope of Community Engagement Design**

### *6.1. Purpose*

Identify **whether there is community consent** for the Government to continue to explore opportunities connected to the Nuclear Fuel Cycle.

Now the Royal Commission has completed its exploration of evidence, how do various communities and the wider public respond to that evidence understanding that we are having a broad conversation about the place of the nuclear discussion in the strategy for the future of SA *before* we discuss the specific detail of potential projects.

Beyond a simple ‘yes or no’, more will emerge from the process, including:

- Red lines the community does not want crossed, and caveats they want observed.
- Criteria for particular kinds of decisions.
- Principles and values that should guide decisions
- Associated issues that they believe should be part of the conversation.

These other dimensions of outputs, and the government’s commitment to taking them up in subsequent explorations, are explicit goals. Otherwise a risk exists where a ‘simple’ positive or negative answer from the process is otherwise unconstrained, as is the need for outputs to show reasoning, logic and the tradeoffs applied.

This is about hearing and responding to the substance of the communities’ views and responses.

### *6.2. Decision*

The process must come to a fine point and provide the Government with **unambiguous clarity of intent as to whether to end the discussion or take a further step to identifying and discussing specific projects.**

- ✓ Understand why the decision to provide or withhold consent was reached.
- ✓ Specify what (if any) conditions are attached to this view.

### *6.3. Objectives of the engagement*

In the context of all of the above, all engagement and strategic communications activities need to:

- a. Focus on the decision at hand: ***“Should SA continue to pursue opportunities connected to the Nuclear Fuel Cycle”***
- b. Focus on evidence: ***“Having looked at the Royal Commission report, what response do you have?”***
- c. Focus on integrity and trust: we must demonstrate a process which is not just open and transparent, but which is visibly fair and hard for any single advocacy interest or point of view (especially government itself) to manipulate.

d. Focus on inclusion: we let people talk about this and explore it the way that works for them, not just the way that works for government processes. We let communities have their own conversation and ask their own questions at their own pace rather than relying on the whim and scheduling of government (except that we are having it now not next year). We give people an adequate amount of time to think and nut it out and avoid activities which crunch everything down into an hour.

e. Focus on public judgment rather than public opinion. **The right to involvement in public decisions comes with an obligation to inform oneself.** Public opinion is tempting because it is easy to measure and deliver at scale. However, it is also fleeting and insubstantial, so we strongly recommend a focus on activities which require something of citizens: we are asking them to be part of an exercise in critical thinking instead of reacting to soundbites.

## **7.0 Key Stakeholders**

While a Premier standing in front of a Royal Commission report on a topic of this nature will be highly visible, it remains important to actively invite and explain this engagement process to all those with a direct interest. They will be keen to be heard and will have things to contribute to the discussion which many South Australians will want to hear, remembering that we are exploring the social consent for the continuation of the conversation.

These are summarised here.

**a. Indigenous Communities:** many parts of the state either predominantly inhabited by or of cultural significance to indigenous communities. We will note here that it is critical to allow these communities to approach discussion of the issue their way, and that there be a clear commitment to giving their voices weight in the process.

Importantly, the perspectives of these communities will receive specific prominence through being compiled in a standalone report given to the second Citizens Jury and the Premier directly, rather than being submerged among a diversity of views.

Section #111 from the NFCRC Tentative Findings highlights seven principles which are embedded throughout this report but are called out specifically again at this time. We recommend the use of Aboriginal leaders and peak body associations to contribute to the development of a specific engagement program for Aboriginal people.

It is also worth noting that engagement with indigenous communities is highly localised and works best with longer timeframes - understanding of this point should be a critical factor as DPC assesses those capable of running this aspect of dialogue with the communities.

**b. Maralinga-related communities & groups:** the State has a history with people adversely affected (fatally and through long-term sickness) by nuclear practices. They will want to be heard at this time.

**c. Environmental Advocacy Groups:** both domestic and international groups will have a role to play in sharing the Royal Commission report and having their communities of interest engaged in the conversation.

**d. Mining/ Extractive Industry Advocacy Groups & Individual Companies:** this should include miners and those capable of/ interested in refinement and processing.

**e. Tourism, Wine and Agricultural Industry Representative Groups:** the State's largest industries will want to explore the reputational and safety impact of the Royal Commission's findings.

**f. Every South Australian:** ultimately this affects the entire State from economic impact through to safety concerns.

g. **Think Tanks:** from the Australia Institute to the CIS no one will be short of an opinion on both the topic and the consultation approach. Let's ensure they have a structured way to contribute and bring in a national view for the consideration of all South Australians.

h. **Councils:** local government is the closest tier of government to citizens so represents a two-fold opportunity. One is the importance of giving local mayors and councillors a chance to contribute to the state conversation. The second is the chance to build on their connection to local communities to share the opportunity for citizens to get the materials and have their own conversation.

i. **Media:** all forms of media have both an active interest and a chance to play a constructive contributory role in an exploration of Royal Commission Report.

j. **Young people:** this group will be the most affected by the decision, while traditionally being the group least likely to substantively engage with government. There are intra and inter-generational dimensions to decisions in this area as they so fundamentally affect the future of the state.

## **8.0 International Best Practice in Nuclear Topic Engagement**

The design process has drawn on the experiences of community engagement processes on nuclear topics (energy and waste) in Finland, Sweden and Canada. This strategy has been reviewed by and received contributions from some of those involved in these projects.

There is – surprisingly – less to learn from these experiences than one may think. While a detailed breakdown of each country's experience is beyond the scope of this report we have been fortunate to discuss key actions over the last 25-30 years and from these conversations have extracted the following points of note which influence our thinking.

- In Canada the federal government required the nuclear energy producers to create an independent and federally regulated organization (Nuclear Waste Management Organization) to engage Canadians on the long-term management approach to the disposal of nuclear waste. The NWMO's recommendation, based on extensive public, stakeholder and Aboriginal engagement, for Adapted Phased Management (deep geological repository for nuclear waste) was accepted by the Minister of Natural Resources and Parliament in 2005. Canadians were engaged on *how* to deal with their nuclear waste – seen as a moral imperative – not *whether* to deal with it.
- For context to the above, at the time of the decision approximately 50% of Ontario's energy alone came from nuclear power.
- Canada never contemplated storing waste from outside the country.
- The core of the discussion around social license and values was handled through deliberative process (12 juries of around 40 randomly recruited people meeting in person for a single full day). While there has been ongoing consultation, this refers to the key period in 2003/4 which precipitated the Nuclear Waste Management Organization (NWMO) being given a remit to proceed with siting discussions. A starting pointing reference: <http://www.cprn.org/theme.cfm?theme=61&l=en>
- A site selection process has been underway since 2010 and will likely continue for another 5 to 8 years. Potential locations were asked to self-nominate – over 20 communities initially came forward, and the nomination process has now been closed off while these are technically and socially (they need to demonstrate that the community is both well informed and willing) assessed. The financial benefits of accepting a site are widely seen as a core motivator, and it has thus tended to be poorer localities who have been attracted. A key 2010 siting report stemming from citizen engagement work can be found at [https://www.nwmo.ca/en/~media/Site/Reports/2015/11/10/07/22/1390\\_sr-2010-01\\_finalreport\\_citizen.ashx](https://www.nwmo.ca/en/~media/Site/Reports/2015/11/10/07/22/1390_sr-2010-01_finalreport_citizen.ashx)
- In Finland, the circumstances are also distinctly different from those we find in Australia generally. The organisers and reviewers of their community engagement work noted that

public trust in science is very high, and that the decision to add additional nuclear generation capacity and to create a long term storage facility was not highly controversial.

- In Finland, the vast majority of public engagement was with large representative bodies (industry groups and labour unions) speaking on behalf of their people. Everyday people outside of the directly affected local community had minimal opportunity to be part of the decision.
- We note that within Finland public trust in elected officials and in science is higher than anywhere else in Europe, which in turn is higher than in Australia. As a result, we advise that the Finnish model is not one which would be acceptable here.
- When the Fukushima accident occurred in March 2011, Finland was at the height of a nuclear renaissance, with the Government's decision-in-principle in 2010 to allow construction of two new nuclear reactors. The resulting public discussion saw the pro-nuclear camp focus on prosperity related arguments, while the anti-nuclear camp focused on rebutting the economic arguments and suggesting that it would actually be unprofitable. This points to a need to allow the conversation to take its natural course rather than assume one line of discussion is the only one. It is notable that those opposed did not pursue a safety angle which we are told is the result of the trust in science and the long term operation of nuclear energy facilities. *(Drawn from The (de)politicisation of nuclear power: The Finnish discussion after Fukushima by Marja Ylönen University of Jyväskylä, Finland; Technical Research Centre of Finland (VTT), Finland et al)*

## **9.0 Strategy**

The newDemocracy Foundation, advocates that the South Australian Government pursue the following activities in order to clearly identify whether social consent exists.

The core of the strategy is to enable most South Australians to feel ***“people like me made the decision”*** and ***“I had a good chance to be involved”***.

Naturally, some of the most passionate voices at either end of the spectrum on this topic will want a greater share of the voice and therefore the outcomes. While understandable, nDF recommends those voices be given ample air time but that priority is given to a representative random cross section who invest the time to weigh all sides of the argument. **This trade off needs to be managed through a detailed strategic communications program which runs alongside the engagement program.**

### ***A. Recommended Approach***

Our recommended approach revolves around the following key points:

1. The creation and delivery of a strategic communications program which runs alongside the engagement program, promoting and defining the key objectives of the engagement. You can't trust something if you don't know about it.
2. Engagement is information driven. We understand it is an emotive topic – and such emotion generally focuses attention via calls for a Royal Commission. Now that we have that, it's time to focus on what that Royal Commission has found.
3. It gives agenda-setting power (*“What's in this Royal Commission report that we need to talk about?”*) to a jury of everyday people rather than have this immediately framed by active industry/advocate voices or that of elected representatives. This jury will have the 'formal freedom to roam' through not just the Royal Commission report but the materials and experts which led the Royal Commissioner to his findings. They will need a minimum of 4 days in-person to explore this (two full weekends in June), with scope for extra time if they request it.
4. Active advocacy voices are empowered and encouraged to focus on engaging with this jury of citizens: having relevant interest groups providing input (into this deliberation as well as its structure) will earn confidence that this was not a 'stacked deck', that strongly held positions on framing are being well considered, and so that the design of this session is multiply vetted. To execute this, an expert oversight committee is recommended, with the power to generate a complementary set of additional submissions and agree some of the speakers for the first Citizens' Jury to hear from.
5. Once that fairly small jury of 50 has found some common ground, we encourage people to start their own conversations rather than just attend government facilitated events. The creation of a small kit – central to which is the Royal Commission Report and the first Citizens' Jury plain English '*Community View*' companion document – can be distributed so people can engage how they want. A critical point here is a digital tool to allow the efficient, transparent collation of what comes back (video, written comments, who, how many, type

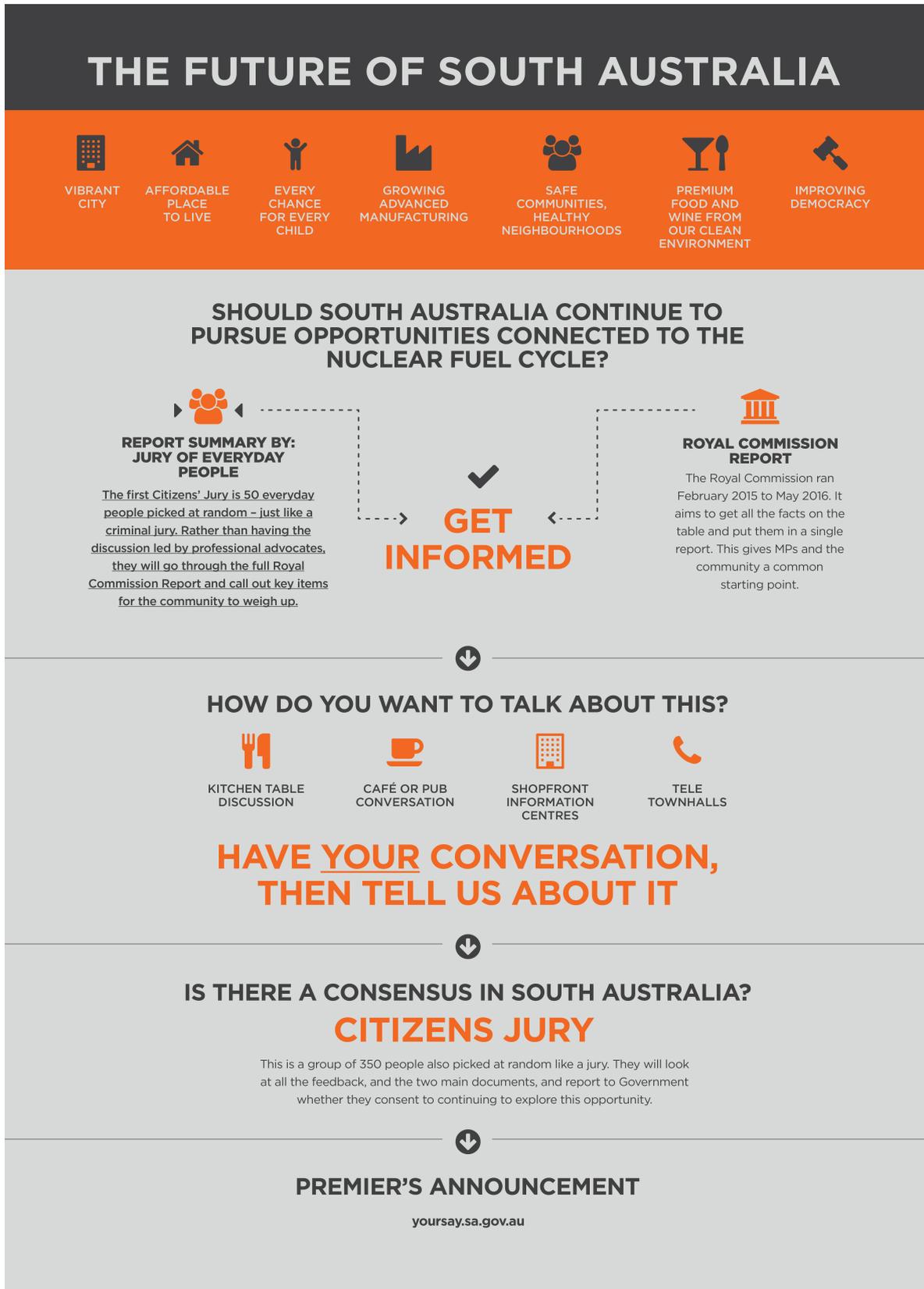
of activity, sentiment and key themes self-categorised). There are numerous tactical ways to deliver this, a few examples follow later in this section.

6. Time is key. This is a complex topic, so this can't be a four week consultation. Ideally the above process is open for a minimum of three months to let people read, reflect and organise an activity with their relevant social circle. Emphasise that this is just a first step ("should we continue to consider opportunities related to the nuclear fuel cycle?") checking in with the community on whether to keep talking about it or move on.
7. A final recommendation to the question under consideration by SA citizens will come from citizens, not through an analysis conducted within the public sector. While randomly-selected juries are effective at deliberating, citizen trust also requires a greater sense of scale. A 50-person jury is *technically* very difficult to manipulate or 'fix'. A 350 person version is *visibly* impossible to manipulate without at least one citizen calling out an inequity. Given the primary objective of visible integrity and trust in the process nDF recommends scaling Citizens Jury 2 to 350 citizens. This maximises the statistical representation, and also the sniff test that many citizens will apply given low levels of trust in government and engagement practices. At this scale we are still able to provide detail to government about the factors central to the citizens' considerations.

This jury will also require 4 days of in-person meetings. The first weekend should be quite close to the middle of the broad engagement activities so they have the chance to follow the feedback as it comes in, and to see firsthand some of the activities detailed in this plan. The final weekend should be once all feedback has been received.

8. Remain flexible. All time estimates are based on professional judgment, but have an element of the arbitrary. This is a very important decision. If DPC and the convenors note a compelling reason to 'let the conversation run' for any element of the program then we would suggest that this investment of extra time is reasonable, and foreseeable. We understand the desire for completion by December, but shared community ownership of the decision is the higher goal and we should be open to sacrificing an internal deadline.

Figure: Sample/ indicative summary graphic explaining process which will be needed by wider public



## **B. Examples of Mandatory and Possible Elements**

(\* Mandatory)

To be read in conjunction with Section 15 (Capability Requirements).

The Department of Premier and Cabinet may choose to explicitly offer procurement opportunities against this summary list of activities. It is likely more than one provider could co-exist within certain categories (such as the conversation starter events).

<p>*Indigenous Community Conversations</p>	<p>Hosted by a trusted partner to these communities, a series of good faith conversations need to be started in May.</p> <p>It is important that materials be made available in native languages to make them as accessible as possible.</p>
<p>Citizens Jury 1</p>	<p>A jury of around 50 citizens produce a companion guide (the “Community View”) to the Royal Commission report to help make the conversation more accessible and to independently frame what the wider community should pay most attention to.</p> <p>They will take 2 full weekends in June to complete this.</p>
<p>Public <i>Conversation Starter</i> events</p>	<p>These are not primarily deliberative, but rather intended to earn the public’s attention, reveal new and different perspectives on the issues, and channel people toward their own kitchen table conversations. These events would start early in the process and continue throughout. They would be hosted with credible and diverse community partners, building on models like TEDx. These large events would draw in young audiences, focusing on education and in some cases crowdsourcing ideas for action. They would raise the profile of the overall engagement process, and draw people into further deliberation activities – a call to action to drive uptake of the Kitchen Table Discussion Kits.</p>
<p>* Kitchen Table Conversations</p>	<p>An information-driven technique to encourage people to gather in their existing social groups to discuss and report back on their position after considering the Royal Commission Report and the Community View.</p>

	<p>The Text, Talk, Act program undertaken by the Obama Administration in conjunction with the Deliberative Democracy Consortium is a recommended companion approach to manage this and promote an ongoing conversation.</p>
Tele-Town Halls	<p>Complementary to the Kitchen Table technique, this is a means by which local elected MPs and councillors can host a broader conversation over the phone as an event - and submit the results as for every other conversation.</p>
*Shopfront Experiences	<p>This serves a purpose of letting people deal with a person rather than endless digital &amp; phone interfaces. It will be a repurposing of the same video content – and distribution of the 2 key printed materials.</p>
Pub & Cafe Engagement	<p>Fundamentally the same as the Kitchen Table Conversation, but binds the Royal Commission Report with the Community View as a wrap-around.</p> <p>The intent is to “fish where the fish are” by placing the materials in places where people go to talk: in July, where you find a newspaper you should logically also expect to find this to read as well.</p>
Conference on Radio	<p>Talkback is a powerful and popular place for policy conversation. This technique aims to link that with the Royal Commission Report and Community View by having a programmed set of speakers who all made contributions to the Royal Commission.</p> <p>The repeated call to action is for citizens to request their own Kitchen Table Conversation kit, get informed, and contribute their view.</p>
<b><u>*Digital Feedback Platform</u></b>	<b><u>Repository of all feedback and Q&amp;A materials</u></b>
* Stakeholder Sessions	<p>nDF and DPC should explain the methodology within this strategy document early and often to every possible stakeholder group.</p> <p>In all cases the call to action is to get the materials into the hands of their members/ audiences to ensure they are part of the conversation.</p>

<p>Citizens' Jury 2</p>	<p>A jury of 350 (the original 50 plus around 300 new people) who are empanelled early with a remit of <i>following the feedback</i> coming in to the Digital Feedback Platform across a two-month period before meeting for two weekends in-person to find common ground.</p> <p>They will be informed by this community input and collectively work together to provide an endpoint to the engagement. They will clearly resolve a direction for the Premier and the Government on <i>'Do we have your consent to continue to pursue opportunities related to the Nuclear Fuel Cycle?'</i></p>
<p>*Close the Loop</p>	<p>In each case where people offer feedback to government, they should be acknowledged with a personal contact and to check that they understand what will happen next. This will require extensive and intensive project management. We recommend that this is undertaken by DPC</p>

## 10.0 Timelines

Date	Activity	Interaction
April	<p>Commence procurement. Run briefing session for providers.</p> <p>Planning commences for recruitment of Citizens' Jury 1.</p> <p>Agree digital feedback platform (web and app) for unifying all engagement responses. <i>Ensure data is highly available for analysis by any party (metadata and qualitative fields during submission will be key).</i></p>	
May	<p>Announcement by Premier.</p> <p>Stakeholder briefings on same day as announcement (invitations 2 weeks prior.)</p> <p>Advertorial information program: explain clearly and early how people can get involved.</p> <p>Complete recruitment of Citizens Jury 1 by 9 June.</p>	
June	<p><b>Citizens' Jury 1</b> - 2 weekends in June. (Aim for TV current affairs coverage/ special feature).</p> <p>Early July: two documents ready for wide public consumption – Royal Commission and Agenda Jury report.</p> <p>Complete recruitment Citizens Jury 2 of ~300</p>	
July	<p>Start 2 months of mass engagement.</p> <ul style="list-style-type: none"> <li>* Kitchen Table Conversations</li> <li>* Text Talk Act engagement</li> <li>* Shopfronts in major population centres</li> <li>* Café distribution of the 2 documents.</li> <li>* Council sessions.</li> </ul>	

	<p>* Tele Town Halls</p> <p>* Video Q&amp;A using question rating for citizen prioritisation. (OurSay sessions)</p> <p>First meeting of Citizens' Jury 2 of 350 randomly selected citizens conducted ~wk3.</p>	
August	Aggregation of citizens' views should be continuous and automatic. A summary report clearly (transparently) authored by DPC is also required.	
October	Final meeting of Citizens Jury 2 of 350 randomly selected citizens conducted.	

## **11.0 Strategic Communication**

### **11.1 Key Messages**

- ✓ *This is part of a conversation about the Future of South Australia. One part of that future is to decide whether the Nuclear Fuel Cycle plays any part in this. Another part is democratic innovation, so it's ideal to put the two things together.*
- ✓ *We want the community to tell us about the dinner table conversation they are having anyway rather than going to always-too-short and I-didn't-get-heard Town Hall events which are a bit limited. We're encouraging you to start your own conversation, rely on a timely response from government for materials and answers to questions, and to know that we and your fellow citizens will listen to the result.*
- ✓ *We are defining social consent as coming from this range of activities. If a cross section of around 350 citizens we pick at random look at everything that results from these conversations within the community they'll be in a clear position to advise the community's position on consent as the government considers its decision.*

*If we can find common ground from among that size of group – and traditionally deliberative processes get that result – then I think we'll get a clear statement about what the community wants.*

- ✓ *This is not about shaping an engagement to get a 'yes' answer. We don't know what answer we're going to get. That is how governments should engage rather than doing a tick-a-box exercise when they already know what they want to do. There are different views within each party and I think we'll all be interested in what a diverse group of South Australians can find agreement on.*
- ✓ *I want to know what people think once they have seen what's in the Royal Commission report. To make it easier we're also having a jury of citizens look at that and produce a summary report – this is done in Oregon for complex referendum questions. We know you'll hear campaigns on each side, and this is a way of adding a third voice that is perhaps less polarised and more likely to be trusted.*
- ✓ *We are not basing this on public opinion as revealed through polling. We are basing our decision on public judgment, and we hope for the media's help in explaining the difference.*