

Compiled checklist for WSC Index benchmarking process

1. Engagement



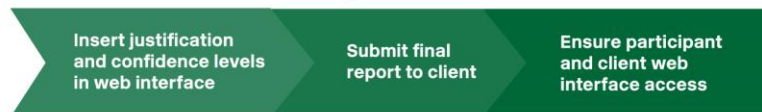
2. Workshop Set Up



3. Workshop



4. Post-Workshop



Phase 1: Engagement

Discuss with client:

- Discuss with client: WSC Index (what it is, what it does), key messages, methodology, deliverables, timeline, roles and responsibilities, workshop invitees, and cost
- Send client Water Sensitive Cities Index Benchmarking brief, Water Sensitive Cities Index value proposition, and link to WSC Index promotional video (if required)
- Register project using the online form on Accredited Provider's site (facilitators' details, workshop details and client details) which will trigger project creation on the web interface

Phase 2: Workshop setup

Provider:

- Email client workshop preparation details, email templates, agenda, WSC Index rating guides, invitee list examples
- Email client link to data acknowledgement and ensure client accepts online
- Email client the note-taking sheets and guidance document for note-takers (if you (the provider) have requested the client to nominate note-takers from their organisation)
- Update slide pack and review presentation
- Provide list of external invitees and finalised list
- Print rating guides with facilitator notes (for providers only)
- Test Mentimeter and ensure that you are able to access new project on the web interface
- Print copies of the run sheet (for those delivering and providing assistance at the workshop only)

Client (providers can confirm with the client that the following is completed):

- Secure a date for the workshop, and organize venue, catering and IT requirements
- Provide list of internal and external invitees
- Nominate note-takers (if provider has requested the client to nominate note-takers from the organisation)
- Send first email to invitees at least one month prior to the workshop
- Send calendar invitation

- Send second email to invitees/participants with the WSC Index two and a half weeks before the workshop
- Send third (and final) email to invitees/participants one week before the workshop
- Print copies of the agenda
- Print rating guides for participants
- Print copies of the run sheet (for those providing assistance at the workshop)

Phase 3: Workshop delivery

Before the workshop arrive early and:

- Connect and set up computers, including Wi-Fi
- Log into the web platform and Mentimeter
- Load the workshop slide pack
- Place Quality Urban Space rating guides on tables

Workshop introduction

- Acknowledge traditional owners (confirm with the client beforehand)
- Provide a safety briefing (if required)
- Advise restroom location
- Provide information about the CRCWSC
- Outline the purpose and background of the index
- Provide some information in the client city/area context
- Key messages
- Test poll with participants
- Discuss objectives for the day
- Discuss scoring process
- Score indicator Quality Urban Space

During morning tea:

- Set up two rooms for the concurrent sessions
- Enter the final indicator scores for Quality Urban Space to the web interface
- Place rating guides and poll links on tables ready for the sessions – socio-political indicators in room 1 and biophysical indicators for room 2
- Log into Mentimeter on the computers in each room
- Note-takers prepare note-taking documents on their laptops

Indicator scoring

- Score indicators
- Refer to the rating guides with facilitator notes
- Note-takers capture notes

During the lunch break and afternoon tea following the scoring sessions

- Update the web interface with the final scores and take screenshots to include in the workshop slide pack for the presentation of results (slide template available in the side pack)
- Reconfigure the room to accommodate the entire participant group again for the results presentation

Results presentation

- Present and discuss benchmarking results
- Refer to city comparison documents to stimulate discussion (providers only)
- Allow 10 min for participants to complete participant feedback survey on their devices

Phase 4: Post-workshop

- Insert justification notes and confidence levels into project on web interface
- Prepare benchmarking report and submit to client (refer to manual Section 4 for CRCWSC report guidelines)
- Ensure client and participant web interface access (if any issues email wsc-index@crcwsc.org.au) and liaise with client on how to use the web interface (using YouTube instructional videos)