



Spotlight Series webinar

Do governments trust communities? How to build and maintain trust in the age of grievance and disinformation Webinar chat summary

Presented by Mark Duckworth

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Questions, comments and shared resources

- The Art of Hosting has great principles, processes and practices to build trust and develop collaborative relationships: <https://artofhosting.org>. Training is available David@davidnewell.com.au
- The Relationship is the Project: a book of provocations, tools and practical tips for those who are currently working or are interested in working with communities. <https://therelationshipistheproject.com/>
- Servant leadership is a leadership philosophy that prioritizes serving others, focusing on their growth and well-being to create a positive impact in organizations.
- Thanks Mark - very interesting. Trust was a strong theme in our recently developed Resilient Sydney Strategy (adopted by 33 local governments of Greater Sydney). There are a few things that are interesting from our work which aligns - we incorporated Dignity Principles in the strategy from the work of Dr Donna Hicks into how we engage and lead in shock events (these are similar to your key principles); we held a community panel (deliberative engagement) on the role of community in responding to increasing climate risk; actions on better sharing of risk data with communities (and each other in govt) - more transparency; and investing in community agency and social capital. The resilience risk assessment and engagement outcomes, along with the strategy are online - <https://www.cityofsydney.nsw.gov.au/governance-decision-making/resilient-sydney>
- Continuity of care is pivotal to building trust.
- There are some resources about building genuine trustful relationships in this Climate justice and disaster resilience toolkit: <https://climatejusticetoolkit.org.au/process-hub/>
- Daniel Aldrich has been working with Resilient Ready on how to measure and map social capital: <https://sociabli.resilientready.org/social-capital/>
- We need to cost losses to 'functioning' (like 'morbidity' in public health/DALYs etc)
- Prevention and preparedness are not quite as alluring politically as response or recovery



Appreciation (small sample)

- Great presentation and information. Thank you Mark
- thank you for this, sharing such important information
- A wealth of useful information - thank you Mark!
- Very interesting, and a great reminder too. Thank you Mark.
- Thanks Mark and the AIDR team, great presentation!
- Thanks so much for a fabulous presentation! much appreciated.
- Thank you for the excellent webinar, Mark and AIDR!
- Thank you everyone. A fantastic session
- Thank you. This was terrific!
- Thank you. Most interesting content. There is much to look into from this talk!

Links from webinar

AIDR webinar recording

This webinar recording and slides will be uploaded to the AIDR Knowledge Hub

[Resilience Matters webinar series](#)

National Emergency Management Agency (NEMA)

<https://www.nema.gov.au/>

Centre for Resilient and Inclusive Societies

<https://www.ciscoconsortium.org/>

Alfred Deakin Institute for Citizenship and Globalisation

<https://www.deakin.edu.au/adi>

Do Governments Trust Communities? The Trust Flows Project Research Report

<https://www.crisconsortium.org/trust-flows-research-project>

Removing Barriers to Trust Building: Proposals to Rebuild Trust Between Governments and Communities

<https://www.crisconsortium.org/removing-barriers-to-trust-building>

Mapping Co-Design in CVE Initiatives in Victoria

<https://www.crisconsortium.org/mapping-codesign-in-cve>

State of trust: how to build better relationships between councils and the public

https://demos.co.uk/wp-content/uploads/files/Trust_web_ALL%2003.pdf

Trust, distrust and translation in a disaster

https://www.researchgate.net/publication/335447872_Trust_distrust_and_translation_in_a_disaster

Pew Research Centre

<https://www.pewresearch.org/politics/2024/06/24/public-trust-in-government-1958-2024/>



Edelman Trust Barometer

<https://www.edelman.com/trust/2025/trust-barometer>

World Economic Forum Global Risks Perception Survey

<https://www.weforum.org/publications/global-risks-report-2025/>

Crisis points: Countering extremism in a state of emergency

<https://www.crisconsortium.org/building-resilience-social-harms/crisis-points-stocktake-report>

5 ways to rebuild trust in a complex world

<https://www.weforum.org/stories/2021/08/5-ways-to-rebuild-trust-in-a-complex-world/>

A whole community approach to emergency management: principles, themes and pathways for action

https://www.fema.gov/sites/default/files/2020-07/fema_whole-community_120211.pdf

Announcements

Tsunami emergency planning in Australia Handbook Showcase - 1pm-2pm, 5 November 2025

Information and registration

<https://www.aidr.org.au/events/55723?locationId=55727>

Resilience Matters webinar: The ethical premise of disaster management leadership - 1pm-2pm, Wednesday 12 November 2025

Information and registration

<https://www.aidr.org.au/events/51453?locationId=55743>